



IMPERIAL COUNTY OCCUPATIONAL OUTLOOK

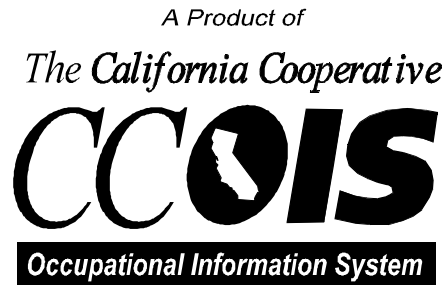


WIB

WORKFORCE INVESTMENT BOARD
OF IMPERIAL COUNTY

2003 2002 2001

Imperial County **Occupational Outlook** 2003



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Workforce Investment Board OF Imperial County

Efrain Silva, Executive Director

Jesse Avila
Board Chair

Roger Vargas
Board Vice-Chair

Report Production
Diana Ramirez Evans
Labor Market Information Technician
(760) 336-4074
(760) 353-6594 Fax

Workforce Investment Board of Imperial County
2695 S. 4th Street
El Centro, CA. 92243
(760) 353-5050
www.wibic.org

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Joe Rodriguez, EDD El Centro

Imperial County Office of Employment Training

Veronica Navor, Employment Coordinator, One Stop Business & Employment Services

Imperial County Community and Economic Development Department

Glenna Barrett, Imperial County Community & Economic Development Department

Imperial Valley College

Leonard Fabian, Director, Workforce Development Center

Workforce Investment Board of Imperial County

Ken Phillips, Deputy Director
Ed Delgado, Analyst
Diana Evans, Labor Market Information Technician

Imperial Valley Regional Occupational Program

Debbie Cleveland, Project Coordinator, I.V. R.O.P.

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INTRODUCTION

Welcome to the 2003 Occupational Outlook Report for Imperial County.

This publication is a product of a cooperative partnership between the Workforce Investment Board of Imperial County (WIBIC) and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This partnership is known as the California Cooperative Occupational Information System (CCOIS). WIBIC began its partnership with CCOIS in 1996. CCOIS has been producing reports for other counties of California since 1986. Thirty-eight agencies statewide produce Occupational Outlook Reports. Together, the reports represent 63 counties and all of California's labor force. No other source of occupational information offers the current local labor market focus that is found in this, and other Occupational Outlook Reports.

The goal of this publication is to improve the match between the labor needs of local employers and the skills presented by job seekers providing current occupational information. This report will help job seekers, employers, policy makers, legislators, training staff, students, educators, counselors, and administrators and others who prepare people for, and help them obtain work.

This year's report is comprehensive as it includes 45 occupations surveyed in the Imperial County in 2003, 2002 and 2001. The occupations were selected for study based upon a variety of criteria, including the advice of local training providers, educators, and economic development professionals. The data was collected from employers between June and October of this year. Different occupations are selected for study each year. The research methods and questionnaire used to collect this data are designed to ensure accurate and unbiased results.

Labor Market Information Division Project Staff

Ed Delgado, Analyst, Workforce Investment Board of Imperial County

Diana Ramirez Evans, Labor Market Information Technician, Workforce Investment Board of Imperial County

Keiko Matsushita, Site Analyst, EDD/CCOIS, Sacramento, CA

For Additional Information or to Order Additional Publications, Contact...

Workforce Investment Board of Imperial County

2695 S. 4th Street

El Centro, CA 92243

(760) 353-5050 Administrative Offices

(760) 336-4074 Diana Evans - Data Collection/Production, Occupational Outlook Report

Web Site for Additional CCOIS Information for This or Other Counties ...

Internet address: <http://www.calmis.ca.gov/htmlfile/ccois/intro.htm>

Your Opinion Does Count...

As a reader of this report, your participation in completing the survey located at the end of this publication is appreciated. Your response will help us to ensure this publication continues to meet your needs. Thank you.

REPORT USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

Career Decisions

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages and benefits, labor demand, and sources of employment and training.

Program Planning

This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design

Training providers can assess and update their curricula based on current employers' needs and projected trends, as indicated in this report.

Economic Development

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.

Program Marketing

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

PROGRAM METHODS

The Occupational Outlook Report is the product of a combined effort between the Workforce Investment Board of Imperial County (WIBIC) and the California Cooperative Occupational Information System (CCOIS). WIBIC and CCOIS each have specific roles to make this publication possible. CCOIS provides the technical support and the WIBIC gathers, analyzes, and disseminates the information to the community. This section will describe the processes used in the project.

Occupation Selection

For occupations studied in 2001 and 2002, definitions were selected from the Occupational Employment Statistics (OES), and for occupations studied in 2003 definitions were selected from the Standard Occupational Classification System (SOC).

The WIBIC staff put together a preliminary list of occupations based upon:

- Occupations having a substantial employment base in Imperial County.
- Indications that an occupation is "in demand" by either employers or job seekers.
- Input from local training providers, employers, and economic development agencies.

An initial meeting was held with representatives from community-based organizations, training providers, local businesses, and economic development agencies. The preliminary list of occupations was reviewed and discussed, and the attendees provided input for the final selection.

The Workforce Investment Board staff met with advisory committee volunteers representing community-based organizations, training providers, local businesses, and economic development agencies to discuss input from the initial community meeting as well as additional sources. Selection of the 15 occupations surveyed was made after reviewing information from the dissemination meeting, occupational forecasting tables, and local area factors.

Survey Sample Selection

After the occupations were selected and defined, an employer sample was generated for each occupation. Sacramento Labor Market Information Division (LMID) staff, using detailed databases of employer information and occupation staffing patterns within industries, chose a representative sample of employers for each of the occupations. The sample was carefully reviewed by the WIBIC LMID Technician and employers were added to and deleted from each occupation. A minimum goal of 15 responding employers for each occupation is desired. When the universe of employers decreases, the number of required responses decreases.

Questionnaire Development

The CCOIS two page standardized questionnaire, and the locally designed third page, was used for this eighth annual Occupational Outlook Report for Imperial County.

Survey Procedures

WIBIC used the following survey procedures:

The WIBIC LMID Technician utilized the employer sample to obtain telephone numbers for employers. Local directories and other resources were used to refine this list into a successful surveying effort. Employers were eliminated from the list that were no longer in business or had no local address.

Each employer was called to verify company name, address, the existence of the occupation at the company, and the name of a contact person. A description of the survey was given and participation was solicited. Employers were eliminated from the list if they did not employ an occupation (or occupations) for which they were listed in the sample or if it was determined they were self-employed or only employed family members. Employers refusing to respond were noted.

Cover letters and questionnaires were mailed or faxed to employers listed on the refined employer sample. However, the majority of surveys were conducted in person. Employers not responding to the correspondence were contacted by phone to encourage them to return their questionnaire and were given the opportunity to complete their questionnaire by telephone or to return via fax.

Completed questionnaires were reviewed by the WIBIC LMID Technician and the Sacramento Site Analyst to monitor accuracy and completeness. Employers were contacted to clarify inconsistencies and to complete partial responses.

If a sufficient number of responses could not be obtained from the final sample, additional employers from other sources were contacted.

Tabulation and Results

WIBIC LMID Technician entered survey responses into a database and tabulations were produced. The data was analyzed, reviewed, and the final report was written. The final product is the Occupation Outlook Report which provides occupational summaries and training information for each occupation. Each occupational summary provides information on training and hiring requirements, size of the occupation, employment trends, supply and demand assessment, wages and benefits, and other information.

Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer.

DEFINITIONS AND TERMINOLOGY

Each *occupational summary* follows the same format. This format is intended to show statistical information from many tables of statistical data in a user friendly manner to indicate highlights of the survey data for each occupation.

Commonly Used Terms

When reference is made to "all, almost all, most, many, some, or few", the following guidelines apply:

All	=	100%	Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).
Almost All	=	80% up to but not including 100%	
Most	=	60% up to but not including 80%	
Many	=	40% up to but not including 60%	
Some	=	20% up to but not including 40%	
Few	=	Less than 20%	

OES Title, OES Code, and Definition

The titles and definitions used for the Occupational Summaries are from the *Occupational Employment Statistics Dictionary (OES Dictionary)*, published by the Bureau of Labor Statistics. Each occupation is identified by its unique six-digit code number.

Size Of Occupation and Gender

Occupation Size: Unless otherwise indicated, is an estimated range of the number of workers in the occupation. The scale used to measure occupation size in Imperial County is:

Small	=	Less than 59
Medium	=	59 - 117
Large	=	118 - 255
Very Large	=	256 - and Above

Gender: Indicates the percentage of employees surveyed that are male and female. If there is less than 25% of one gender in an occupation, this may indicate a non-traditional occupation for that gender.

Projections - Occupational Forecast: 1999-2006

Unless otherwise indicated, the *Projected Job Growth Rate* is based on Projected and Planning information as compiled by the Labor Market Information Division of the Employment Development Department. For this time period, the average forecasted growth rate for *all occupations combined* was **18.0%** for Imperial County. The individual occupation forecasted growth rate is indicated by percentage with one of the following terms:

Much Faster than Average	=	1.5 times average or more
Faster than Average	=	1.1 to but not including 1.5 times average
Average	=	.9 to but not including 1.1 times average
Slower than Average	=	less than .9 but greater than 0
Remain Stable	=	0 (zero)

This Projections section also provides employment trends for each occupation. It indicates whether employment in the occupation declined, remained stable, or grew in the last year, and whether in the next two years, occupation will decline, remain stable, or grow.

Supply and Demand

The terms presented under this section, refer to the relative difficulty employers experience in locating qualified applicants for entry level and experienced positions in the occupation. The following terms are used to describe the local supply and demand situation:

Very Difficult - Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

Moderately Difficult - Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

Not Difficult - Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Recruitment Methods: This table displays the three most successful methods employers used when recruiting.

Where the Jobs Are

This section provides a listing of the major employing industries in Imperial County. It is based on the Forecast Tables as compiled by the State of California. The top five key industries are listed whenever sufficient data is available.

Wages and Benefits

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages rounded to the nearest cent are still considered representative. All CCOIS wages (including the low, median, and high) are those reported as having been paid by the employers in the survey and are not to be interpreted as wages earned by employees. When union employment is reported the wages table separately designates union wages. The following terms are used:

- *New hire, no experience:* Wages paid to persons trained but without paid experience in the occupation.
- *New hire, experienced:* Wages paid to journey-level or experienced persons just starting at the firm.
- *3+ yrs experience with the firm:* Wages generally paid to persons with more than three years of experience.

Benefits: The table indicates benefits offered to full-time and part-time employees.

Employer Requirements

Education Firms Require: While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

Experience/Training: This section of the report describes the relative importance of training, education, and work background including skills, licenses, and other qualifications for finding a job.

Basic Skills: This table provides the degree of importance (Very Important, Important, Not Important) as ranked by employers for each of the listed basic skills.

Computer skills: This section provides computer software skills sought by employers for the occupation, with focus on Word Processing, Spreadsheets, Databases, Desktop publishing and other software skills desired by employers.

Firms Responding/Jobs Represented: Firms Responding indicates the total number of employers answering the "core required" questions of the survey (see Sample CCOIS Employer Questionnaire at the end of this report). Required responses are on questions 2, 4, 6, 7, 8, 9, 11, 12, & 14. These questions are essential to providing the information most requested by the Occupational Outlook Report users. Employer responses comprising the data elements of the sections on "Benefits" and "Supply & Demand Assessment" may be less than the total number of firms responding. *Jobs Represented:* Indicates the total number of employees in the occupation employed by the responding employers at the time of the survey.

Increasingly Important Skills Reported: Provides the new skills needed to perform the duties of the occupation.

Skills/Qualifications in Short Supply: With focus on most recent hires, listed are qualifications/skills employees lack as reported by employers.

Other Information

Promotional Opportunities, and Skills Important to Career Advancement provide positions responding employers promote to, as well as the skills these employers consider key to career advancement.

Union Employment: Indicates the percentage of firms that are union, as well as the percentage of employees that are union, and non-union employees.

Employment Type/Hours: Indicates whether employees are full-time, temporary/on call, or seasonal and the average hours worked by persons in these employment types.

Vacancies: Provides four reasons why job vacancies were filled within the last 12 months preceding survey.

Employers Methods to Screen Applicants: Indicates screening methods employers use when hiring.

Local Training Provided

Each Occupational Summary refers to the Training Provider Appendix to locate local training providers with programs leading to employment in the occupation.

YEAR 2003 OCCUPATIONS

1. Cooks, Restaurant
2. First-Line Supervisors and Manager/Supervisors– Construction Trade Workers
3. First-Line Supervisors/Managers of Retail Sales Workers
4. Food Preparation Workers
5. Heating, Air Conditioning & Refrigeration Mechanics & Installers
6. Janitors and Cleaners, Except Maids and Housekeeping Cleaners
7. Kindergarten Teachers, Except Special Education
8. Medical and Public Health Social Workers
9. Medical Records and Health Information Technicians
10. Office Managers
11. Packers and Packagers, Hand
12. Parts Salespersons
13. Police and Sheriff's Patrol Officers
14. Preschool Teachers, Except Special Education
15. Secretaries, Except Legal, Medical, and Executive

COOKS, RESTAURANT

SOC CODE: 352014

Alternative Titles: No alternate titles.

DEFINITION

Prepare, season, and cooks soups, meats, vegetables, desserts, or other foodstuffs in restaurants. May order supplies, keep records and accounts, price items on menu, or plan menu.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 79% Female 21%

PROJECTIONS

Occupational Forecast: 1999 - 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 19.0

Growth: Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	80%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	27%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	93%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (Word of Mouth)	67%

WHERE THE JOBS ARE

Eating and Drinking Places

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.75 - \$ 9.00	\$ 7.50
New hire, experienced	\$ 7.00 - \$ 9.50	\$ 8.00
3+ yrs experience w/firm	\$ 9.00 - \$ 13.00	\$ 12.00

* Participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	27%	20%
Dental Insurance	20%	7%
Vision Insurance	20%	7%
Life Insurance	27%	0%
Sick Leave	67%	0%
Vacation	67%	0%
Retirement Plan	0%	7%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

COOKS, RESTAURANT

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	13%
High school or equivalent	87%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	27%	7%	67%
Training can substitute for experience:	57%	43%	N/A

Employers prefer applicants with 2 - 36 months experience. (Average experience is 18 months).

Employers prefer applicants with 2 - 5 months training. (Average training is 3 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	60%	40%	0%
Record keeping	27%	73%	0%
Working independently	87%	13%	0%
Working under pressure	47%	53%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	93%	7%	0%
Compute decimals/fractions	47%	40%	13%
Compute %/discounts/statistics	53%	40%	7%
Geometry/Algebra/Advanced Math	7%	20%	73%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	7%	20%	73%
Write effectively in English	93%	7%	0%
Write effectively in Spanish	0%	13%	87%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	60%	33%	7%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: Inhouse software for inventory, supply orders, and staff scheduling.	13%

15 Firms Responding
70 Jobs Represented

Increasingly Important Skills Reported

Consistency with quality of food, good organizational skills, ability to follow directions, care of kitchen tools work well under pressure; willing to work weekends; work well as part of a team; interpersonal skills, good work ethics, dependable, punctual, diligent; stand for prolonged periods of time, able to lift heavy objects, basic first aid.

Skills/Qualifications in Short Supply

Commercial restaurant cooking, English language skills, work experience.

OTHER INFORMATION

Promotional Opportunities

Most firms (67%) reported promoting to other positions when available: Manager, Supervisor. Coffee Shop Manager, Lead Cook.

Skills Important for Career Advancement

Ability to work under pressure/in a fast-paced environment; work independently, ability to plan and organize. Know how to use a knife, how to cut meats; able to measure and weigh. Know how to cook using a wok. Ability to use caution with cooking utensils. Knowledgeable of cooking and serving temperatures. Ability to cook meats according to customer request. Caution in cooking chicken and pork. Ability to cook authentic Mexican and American food; Good taste pallet and presentation of food. Bilingual English/Spanish.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Almost all employees work full-time, averaging 39 hours per week. A few employees work part-time, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions:	0%	Employees Leaving:	69%
New Positions:	31%	Temporary:	0%

Employer Screening Methods

Drug Testing	40%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	0%	Reference check	100%
Other: Health Card, TB Skin Test			100%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

FIRST-LINE SUPERVISORS AND MANAGER/SUPERVISORS -
CONSTRUCTION TRADES WORKERS**SOC CODE: 471011019****Alternate Titles: Assistant Mngr, Construction Engineer Coordinator, Foreman, General Mngr, General Mngr Assistant, Manager, President, Project Mngr, Senior Technician, Superintendent, Supervisor.****DEFINITION**

Directly supervise and coordinate activities of construction trades workers and their helpers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work and may also engage in the same construction trades work as the workers they supervise.

SIZE OF OCCUPATION*Occupation Size:* Medium*Gender by Percentage of Employees Represented:*

Male 92% Female 8%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 50.0%*Growth:* Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often can not find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	27%
Employee Referrals	60%
Newspaper Ads	53%
Private Employment Agencies	0%
Employment Development Dept.	27%
School, Program Referrals	0%
Union Hall Referrals	13%
Walk-in Applicants	73%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%
Other: (Word of Mouth)	33%

WHERE THE JOBS ARE

Local Government, Except Hospitals & Education
Misc. Special Trade Contractors
Highway and Street Construction
Plumbing, Heating, Air-Conditioning

* This industry data was not compiled by the State of California. Listed industries are based on data gathered from local survey results.

WAGES AND BENEFITS**Non-union and Union***

	Range	Median
New hire, no experience	\$ 8.00 - \$ 18.00	\$ 12.00
New hire, experienced	\$ 9.00 - \$ 20.71	\$ 15.00
3+ yrs experience w/firm	\$12.50 - \$ 23.93	\$ 18.00

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	33%	20%
Dental Insurance	20%	7%
Vision Insurance	20%	7%
Life Insurance	47%	7%
Sick Leave	60%	0%
Vacation	60%	0%
Retirement Plan	0%	27%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	87%
A. A. degree	13%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	53%	0%	47%
Training can substitute for experience:	0%	100%	N/A

Employers prefer applicants with 18 - 48 months experience. (Average experience is 29 months).

Employers do not accept training in lieu of work experience.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	80%	20%	0%
Record keeping	53%	47%	0%
Working independently	87%	13%	0%
Working under pressure	53%	47%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	53%	47%	0%
Compute %/discounts/statistics	27%	73%	0%
Geometry/Algebra/Advanced Math	7%	27%	66%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	7%	93%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	7%	93%
Orally communicate in English	93%	0%	7%
Orally communicate in Spanish	13%	47%	40%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	7%
Spreadsheet	7%
Database	7%
Desktop Publishing	0%
Other:	0%

15 Firms Responding
60 Jobs Represented

Increasingly Important Skills Reported

Interface effectively with inspectors, care in handling potentially dangerous tools & equipment, ability to listen actively; work in harsh weather, stand for prolonged periods of time; customer service, tactful with difficult customers; dependable, responsible, honest, willing to work hard, willing to take responsibility; work well under pressure; good personal appearance.

Skills/Qualifications in Short Supply

Work experience in electrical work, communication skills; training.

OTHER INFORMATION

Promotional Opportunities

Some firms (20%) reported promoting to other positions when available: Foreman, Superintendent. General Manager.

Skills Important for Career Advancement

Coordinate and supervise projects; develop cost estimates, budget management; communicate well with vendors and customers. Meet deadlines. Working knowledge of plumbing, carpentry and electrical work. Knowledgeable of commercial and residential building; residential alterations. Swimming pool construction, sales and marketing. Knowledgeable of commercial drilling processes and equipment. Communication skills; communicate technical information. Safe work practices.

Union Firms:

Employment

7%

Employees:

33%

Employment

Type/Hours

All employees work full-time, averaging 42 hours per week.

Vacancies Filled within the Last 12 Months
resulted from:

Promotions:	0%	Employees Leaving	57%
New Positions:	43%	Temporary:	0%

Employer Screening Methods

Drug Testing	67%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	60%	Reference check	100%
Other:			0%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

FIRST-LINE SUPERVISORS/MANAGERS OF RETAIL SALES WORKERS

SOC CODE: 411011

Alternative Title: Assistant Manager, Assistant Store Mngr, Front End Mngr, Front End Mngr Assistant, General Mngr, General Sales Mngr, Lead, Manager, Supervisor, Team Captain.

DEFINITION

Directly supervise sales workers in a retail establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 54% Female 46%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 22.8%

Growth: Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	27%
School, Program Referrals	7%
Union Hall Referrals	7%
Walk-in Applicants	100%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%
Other: (word of mouth)	53%

WHERE THE JOBS ARE

Grocery Stores
Department Stores
Auto and Home Supply Stores
Lumber and Other Building Materials

WAGES AND BENEFITS**Non-union and Union***

	Range	Median
New hire, no experience	\$ 7.50 - \$ 9.59	\$ 8.63
New hire, experienced	\$ 7.00 - \$ 16.78	\$ 9.78
3+ yrs experience w/firm	\$ 9.00 - \$ 18.41	\$ 13.00

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	13%	40%
Dental Insurance	3%	40%
Vision Insurance	13%	40%
Life Insurance	40%	13%
Sick Leave	87%	0%
Retirement Plan	7%	33%
Child Care	0%	7%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	87%
A. A. degree	7%
Bachelor degree	7%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	60%	7%	33%
Training can substitute for experience:	0%	100%	N/A

Employers prefer applicants with 12 - 96 months experience. (Average experience is 36 months).

Employers do not accept training in lieu of work experience.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	47%	53%	0%
Record keeping	67%	33%	0%
Working independently	87%	13%	0%
Working under pressure	33%	67%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	87%	13%	0%
Compute decimals/fractions	20%	47%	30%
Compute %/discounts/statistics	40%	60%	0%
Geometry/Algebra/Advanced Math	13%	47%	40%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	20%	7%	73%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	13%	0%	87%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	46%	27%	27%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	67%
Spreadsheet	33%
Database	0%
Desktop Publishing	0%
Other: Staff scheduling, sales, inventory, supply orders, electronic mail.	53%

15 Firms Responding
114 Jobs Represented

Increasingly Important Skills Reported

Time management skills, effective communication with vendors and customers, write legibly, listening skills, ability to type; ability to motivate staff, proactive, good interpersonal skills, common sense, willing to work over-time & weekends, ability to work under pressure and adapt to change, good attitude and work ethics, honest, punctual; friendly, approachable.

Skills/Qualifications in Short Supply

Supervisory skills, English language skills; business courses; friendlier to customers.

OTHER INFORMATION

Promotional Opportunities

Most firms (60%) reported promoting to other positions when available: Regional Manager, Lead Manager, Store Director, Manager of Operations, Assistant Store Manager.

Skills Important for Career Advancement

Knowledgeable of business math, accounting, and payroll; cash handling skills. Computer skills. Verbal and written communication skills. Problem solving skills. Hire and supervise staff; work as part of a team. Prioritize and manage projects. Goal oriented. Knowledgeable of industry and products.

Union Employment

Firms:	7%
Employees:	14%

Employment Type/Hours

Almost all employees work full-time, averaging 41 hours per week. A few employees work part-time, averaging 30 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	44%
Employees Leaving	28%
New Positions	28%
Temporary	0%

Employer Screening Methods

Drug Testing	47%	Medical/Physical	0%
Aptitude Testing	7%	Police/Background	0%
DMV Printout	20%	Reference check	100%
Other:			0%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

FOOD PREPARATION WORKERS

SOC CODE: 352021

Alternative Titles: Cafeteria Helper, Cook, Cook Helper, Cook Preparation, Deli and Coffee Shop Clerk, Head Cook, Meat Cutter, Manager.

Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	73%
Newspaper Ads	47%
Private Employment Agencies	0%
Employment Development Dept.	27%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	93%
Trade Journals	0%
Internet	0%
Colleges/Universities	7%
Other: (word of mouth)	53%

DEFINITION

Perform a variety of food preparation duties other than cooking, such as preparing cold foods and shellfish, slicing meat, and brewing coffee or tea.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 45% Female 55%

PROJECTIONS

Occupational Forecast: 1999 - 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 11.1%

Growth: Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Insufficient Data

Inexperienced: Employers report it is not difficult to find qualified applicants.

WHERE THE JOBS ARE

Eating and Drinking Places
Elementary and Secondary Schools
Grocery Stores

WAGES AND BENEFITS

Non-union

	Range	Median
New hire, no experience	\$ 6.75 - \$ 7.25	\$ 6.75
New hire, experienced	\$ 6.75 - \$ 7.50	\$ 7.00
3+ yrs experience w/firm	\$ 7.50 - \$ 9.50	\$ 8.00

Union*

	Range	Median
New hire, no experience	\$ 8.08 - \$ 9.60	\$ 8.52
New hire, experienced	\$ 8.40 - \$ 9.60	\$ 8.56
3+ yrs experience w/firm	\$ 8.90 - \$ 10.90	\$ 10.34

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Employer Pays All	
	Full Time	Part Time
Medical Insurance	36%	25%
Dental Insurance	29%	25%
Vision Insurance	29%	25%
Life Insurance	29%	0%
Sick Leave	79%	50%
Vacation	71%	50%
Retirement Plan	14%	25%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

FOOD PREPARATION WORKERS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	33%
High school or equivalent	67%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	60%	40%
Training can substitute for experience:	100%	0%	N/A

Employers prefer applicants with 6 - 24 months experience. (Average experience is 17 months).

Employers prefer applicants with 1 - 4 months training. (Average training is 2 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	0%	60%	40%
Record keeping	6%	47%	47%
Working independently	87%	13%	0%
Working under pressure	80%	20%	0%
Add/subtract 2+ digit numbers	80%	20%	0%
Multiply/divide	47%	40%	13%
Compute decimals/fractions	13%	0%	87%
Compute %/discounts/statistics	0%	7%	93%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	54%	33%	13%
Read/comprehend info in Spanish	6%	14%	80%
Write effectively in English	40%	33%	27%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	86%	7%	7%
Orally communicate in Spanish	87%	13%	0%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

15 Firms Responding 67 Jobs Represented

Increasingly Important Skills Reported

Excellent organizational skills, public contact skills, work well as part of a team, willingness to work weekends or evenings; special care for food presentation. Work well under pressure, proactive in helping where needed, stand for long periods of time, patience with co-workers and customers; outgoing personality, punctual, reliable, must like job. Valid Ca drivers license.

Skills/Qualifications in Short Supply

Experience using industrial cooking equipment, English language skills, willingness to work evenings.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (93%) reported promoting to other positions when available: Cook, Supervisor, Kitchen Supervisor, Manager, Head Cook.

Skills Important for Career Advancement

Ability to use modern kitchen equipment. Ability to cook meats, cook authentic chinese food. Ability to use a knife efficiently; agile with hands. Work well under pressure. Anticipate and respond to cooks needs; decision-making skills. Cash handling skills, basic math skills. Excellent organization skills, English language skills.

Union Employment

Firms:	27%
Employees:	63%

Employment Type/Hours

Many employees work full-time, averaging 38 hours per week. Many employees work part-time, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	70%
New Positions	30%
Temporary	0%

Employer Screening Methods

Drug Testing	53%	Medical/Physical	0%
Aptitude Testing	7%	Police/Background	13%
DMV Printout	0%	Reference check	93%
Other: Health card, TB skin test			87%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

SOC CODE: 499021

Alternative Titles: Air Conditioning Technician/Mechanic, Maintenance Technician/Worker, Service Technician, HVAC Mechanic I & II.

DEFINITION

Install or repair heating, central air conditioning, or refrigeration systems, including oil burners, hot-air furnaces, and heating stoves.

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:
Male 89% Female 11%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 66.7%
Growth: Much Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	13%
Employee Referrals	33%
Newspaper Ads	87%
Private Employment Agencies	0%
Employment Development Dept.	33%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%
Other: (word of mouth, Refrigeration Supply Warehouse)	13%

WHERE THE JOBS ARE

Elementary and Secondary Schools
Local Government, Except Hospitals & Education
Plumbing, Heating, Air-Conditioning
Electrical Repair Shops
Household Appliance Stores
Misc. Food and Kindred Products

WAGES AND BENEFITS

Non-union *

	Range	Median
New hire, no experience	\$ 7.00 - \$ 9.70	\$ 7.63
New hire, experienced	\$ 8.50 - \$ 16.00	\$ 12.00
3+ yrs experience w/firm	\$ 11.20 - \$ 22.00	\$ 15.25

Union

	Range	Median
New hire, no experience	----- Insufficient Data -----	-----
New hire, experienced	\$ 9.21 - \$ 15.59	\$ 14.09
3+ yrs experience w/firm	\$ 11.05 - \$ 17.95	\$ 15.40

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	27%	40%
Dental Insurance	27%	27%
Vision Insurance	13%	27%
Life Insurance	27%	7%
Sick Leave	53%	20%
Vacation	53%	20%
Retirement Plan	7%	40%
Child Care	0%	7%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	7%
High school or equivalent	93%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	53%	0%	47%

Training can substitute for experience:	33%	67%	N/A
---	-----	-----	-----

Employers prefer applicants with 10 - 36 months experience. (Average experience is 25 months).

Employers prefer applicants with 3 - 12 months training. (Average training is 9 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	66%	27%	7%
Record keeping	20%	80%	0%
Working independently	100%	0%	0%
Working under pressure	40%	60%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	53%	47%	0%
Compute %/discounts/statistics	13%	54%	33%
Geometry/Algebra/Advanced Math	0%	20%	80%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	7%	0%	93%
Write effectively in English	94%	6%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	20%	47%	33%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

15 Firms Responding
53 Jobs Represented

Increasingly Important Skills Reported

Communication skills, ability to trouble shoot, write legibly, complete paperwork; ability to work in difficult weather and lift heavy objects; provide own hand tools, observe safe work practices; positive attitude,

Skills/Qualifications in Short Supply

Welding and soldering, basic plumbing; read blueprints; customer service; knowledgeable of various air condition units in market; common sense; training.

OTHER INFORMATION

Promotional Opportunities

Many firms (40%) reported promoting to other positions when available: Supervisor, Manager, Depart. Manager.

Skills Important for Career Advancement

Working knowledge of refrigeration cycles; application of freon. Know electrical systems of units. Ability to install and repair units; use hand and power tools. Pipe fitting, plumbing, welding and soldering, sheet metal skills. Carpentry for cutting and repairing walls. Unit insulation: wrap and seal. Develop cost estimates. Mechanical aptitude. Ability to read blue prints and other written technical information. Use of test equipment and pressure gauges. Knowledgeable of supplies. Ability to follow directions; problem-solving skills. Negotiation skills. Customer service.

Union Employment

Firms:	33%
Employees:	11%

Employment Type/Hours

All employees work full-time, averaging 43 hours per week.

Vacancies Filled within the Last 12 Months
resulted from:

Promotions:	0%	Employees Leaving:	63%
New Positions:	37%	Temporary:	0%

Employer Screening Methods

Drug Testing	67%	Medical/Physical	13%
Aptitude Testing	7%	Police/Background	13%
DMV Printout	53%	Reference check	100%
Other: Finger prints, T.B. skin test.			13%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

SOC CODE: 372011

Alternative Titles: Custodian, Jr. Custodian, Floor Attendant, Maintenance Worker.

DEFINITION

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 82% Female 18%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 10.0%

Growth: Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	7%
Employee Referrals	47%
Newspaper Ads	53%
Private Employment Agencies	7%
Employment Development Dept.	53%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	80%
Trade Journals	0%
Internet	0%
Colleges/Universities	7%
Other: (word of mouth)	40%

WHERE THE JOBS ARE

Elementary and Secondary Schools
Residential Care
Services To Buildings
Personnel Supply Services

WAGES AND BENEFITS**Non-union ***

	Range	Median
New hire, no experience	\$ 6.75 - \$ 7.15	\$ 6.88
New hire, experienced	\$ 6.75 - \$14.96	\$ 7.00
3+ yrs experience w/firm	\$ 8.00 - \$18.41	\$ 8.65

Union

	Range	Median
New hire, no experience	\$10.00 - \$11.34	\$10.42
New hire, experienced	\$10.00 - \$11.62	\$10.84
3+ yrs experience w/firm	\$10.94 - \$15.94	\$11.27

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	54%	23%
Dental Insurance	46%	23%
Vision Insurance	38%	31%
Life Insurance	69%	0%
Sick Leave	69%	8%
Vacation	62%	0%
Retirement Plan	8%	46%
Child Care	0%	8%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS**Minimum level of Education Firms Require**

Less than high school	20%
High school or equivalent	80%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	40%	60%

Training can substitute for experience: 78% 22% N/A

Employers prefer applicants with 6 - 30 months experience. (Average experience is 18 months).

Employers prefer applicants with 1 - 3 months training. (Average training is 2 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	40%	47%	13%
Record keeping	20%	80%	0%
Working independently	87%	13%	0%
Working under pressure	6%	74%	20%
Add/subtract 2+ digit numbers	80%	20%	0%
Multiply/divide	47%	40%	13%
Compute decimals/fractions	7%	0%	93%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	94%	6%	0%
Read/comprehend info in Spanish	0%	13%	87%
Write effectively in English	80%	20%	0%
Write effectively in Spanish	0%	6%	94%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	13%	60%	27%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

**15 Firms Responding
89 Jobs Represented****Increasingly Important Skills Reported**

Ability to adapt to change, able to work overtime and evenings; customer service; good common sense and resourceful; consistent with quality of work; dependable, punctual, good work ethics; able to lift and pull. Valid Ca Drivers License.

Skills/Qualifications in Short Supply

Work experience; observe safe work practices; class B drivers' license.

OTHER INFORMATION**Promotional Opportunities**

Most firms (60%) reported promoting to other positions when available: Supervisor, Warehouse Supervisor, Lead Custodian, Sales Clerk, Waiter, Cashier. Safety Manager.

Skills Important for Career Advancement

Operate cleaning equip, maintenance of equipment, small machine repair; mechanical aptitude. Accomplish duties in systematic manner. Problem solving skills and decision-making skills. Follow safe work practices. Dependable; good work ethics. Quality work. Bonded.

Union Employment

Firms:	27%
Employees:	55%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 24 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	53%
New Positions	47%
Temporary	0%

Employer Screening Methods

Drug Testing	73%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	20%	Reference check	100%
Other: Finger Prints, County Health Card			40%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

KINDERGARTEN TEACHERS, EXCEPT SPECIAL EDUCATION

SOC CODE: 252012**Alternative Titles: Site Director****DEFINITION**

Teach elemental natural and social science, personal hygiene, music, art, and literature to children from 4 to 6 years old. Promote physical, mental, and social development. May be required to hold State certification.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of employees represented:
Male 5% Female 95%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 15.4%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	7%
Employee Referrals	13%
Newspaper Ads	67%
Private Employment Agencies	0%
Employment Development Dept.	27%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	93%
Trade Journals	0%
Internet	13%
Colleges/Universities	47%
Other: (Recruitment Fairs, Word of Mouth, Church Membership).	27%

WHERE THE JOBS ARE

Elementary and Secondary Schools

WAGES AND BENEFITS**Non-union***

	Range	Median
New hire, no experience	----- Insufficient Data -----	
New hire, experienced	\$ 7.67 - \$21.58	\$ 9.28
3+ yrs experience w/firm	\$ 8.63 - \$23.97	\$12.00

Union

	Range	Median
New hire, no experience	\$ 14.83 - \$ 18.22	\$ 17.31
New hire, experienced	\$ 14.83 - \$ 21.49	\$ 17.94
3+ yrs experience w/firm	\$ 15.17 - \$ 22.55	\$ 18.51*

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	50%	29%
Dental Insurance	50%	29%
Vision Insurance	50%	29%
Life Insurance	57%	14%
Sick Leave	57%	21%
Vacation	57%	21%
Retirement Plan	36%	36%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

KINDERGARTEN TEACHERS, EXCEPT SPECIAL EDUCATION

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	13%
A. A. degree	13%
Bachelor degree	73%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	27%	7%	67%
Training can substitute for experience:	36%	64%	N/A

Employers prefer applicants with 6 - 36 months experience. (Average experience is 20 months).

Employers prefer applicants with 18 - 60 months training. (Average training is 40 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	67%	33%	0%
Record keeping	80%	20%	0%
Working independently	80%	13%	7%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	40%	40%	20%
Compute %/discounts/statistics	13%	40%	47%
Geometry/Algebra/Advanced Math	0%	40%	60%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	7%	20%	73%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	13%	7%	80%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	27%	66%	7%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	80%
Spreadsheet	0%
Database	0%
Desktop Publishing	33%
Other:	0%

Licensing

A credential is required for public school Teachers. Please contact California Commission on Teacher Credential, 1812 9th Street, P.O. Box 944270, Sacramento, Ca 94244 (916) 445-7254.

15 Firms Responding 81 Jobs Represented

Increasingly Important Skills Reported

Classroom management; work well under pressure, ability to resolve conflict effectively; ability to motivate children and staff; creative abilities; typing skills; be a positive role model; knowledgeable and sensitive to cultural differences; attention to safety of children, be alert. Involvement in extra-curricular activities.

Skills/Qualifications in Short Supply

Ability to resolve conflict effectively; principals of music.

OTHER INFORMATION

Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Resource Teacher, Lead Teacher, Teacher Mentor, Master Teacher.

Skills Important for Career Advancement

Ability to communicate ideas effectively. Presentation skills. Bilingual English/Spanish. Ability to create Individual Development plans. Develop curriculum. Knowledgeable of learning principals. Competent in reading, writing and math. Teach music. Continued education. Ability to motivate students. Classroom management skills. Professional conduct, ability to work under pressure. Staff supervision. Monitor student performance.

Union Employment

Firms:	67%
Employees:	93%

Employment Type/Hours

Almost all employees work full time, averaging 37 hours per week. A few employees work part-time, averaging 30 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	86%
New Positions	14%
Temporary	0%

Employer Screening Methods

Drug Testing	67%	Medical/Physical	13%
Aptitude Testing	7%	Police/Background	60%
DMV Printout	7%	Reference check	100%
Other: Dept of Justice or FBI finger prints, TB skin test			73%

LOCAL TRAINING PROVIDED

There is local education/training locally. Contact Imperial Valley College at (760) 352-8320 or San Dingo State University - Imperial Valley Campus at (760) 768-5500.

MEDICAL AND PUBLIC HEALTH SOCIAL WORKERS

SOC CODE: 211022**Alternative Titles: Case Manager, Medical Social Worker, Social Worker Assistant, Outreach Worker, Social Worker, Social Worker I & II.****Recruitment Methods****DEFINITION**

Provide persons, families, or vulnerable populations with the psychosocial support needed to cope with chronic, acute, or terminal illnesses, such as Alzheimer's, cancer, or AIDS. Services include advising family care givers, providing patient education and counseling, and making necessary referrals for other social services.

In-house Promotion or Transfer	42%
Employee Referrals	67%
Newspaper Ads	58%
Private Employment Agencies	0%
Employment Development Dept.	25%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	58%
Trade Journals	0%
Internet	8%
Colleges/Universities	17%
Other: (Word of Mouth)	25%

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:

Male 24% Female 76%

WHERE THE JOBS ARE

Home Health Care Services
Hospitals

PROJECTIONS**Occupational Forecast: 1999-2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 16.7%

Growth: Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

WAGES AND BENEFITS**Non-union***

	Range	Median
New hire, no experience	\$ 7.50 - \$ 9.50	\$ 7.75
New hire, experienced	\$ 7.75 - \$ 12.00	\$ 9.00
3+ yrs experience w/firm	\$ 9.00 - \$ 15.50	\$ 13.00

Union

	Range	Median
New hire, no experience	----- Insufficient Data -----	
New hire, experienced	\$ 9.00 - \$ 15.00	\$ 14.18
3+ yrs experience w/firm	\$ 12.00 - \$ 18.00	\$ 15.65

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	33%	50%
Dental Insurance	17%	33%
Vision Insurance	17%	33%
Life Insurance	50%	33%
Sick Leave	83%	0%
Vacation	83%	0%
Retirement Plan	0%	50%
Child Care	0%	33%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

MEDICAL AND PUBLIC HEALTH SOCIAL WORKERS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	25%
A. A. degree	42%
Bachelor degree	8%
Graduate	25%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	42%	25%	33%
Training can substitute for experience:	33%	67%	N/A

Employers prefer applicants with 12 - 36 months experience. (Average experience is 24 months).

Employers prefer applicants with 12 - 24 months training.(Average training is 20 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	50%	50%	0%
Record keeping	100%	0%	0%
Working independently	75%	16%	9%
Working under pressure	25%	50%	25%
Add/subtract 2+ digit numbers	75%	25%	0%
Multiply/divide	33%	67%	0%
Compute decimals/fractions	17%	8%	75%
Compute %/discounts/statistics	8%	0%	92%
Geometry/Algebra/Advanced Math	0%	16%	84%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	8%	17%	75%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	17%	25%	58%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	50%	33%	17%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	100%
Spreadsheet	17%
Database	8%
Desktop Publishing	0%
Other:	0%

12 Firms Responding
104 Jobs Represented

Increasingly Important Skills Reported

Verbal communication skills, organization skills, bilingual English/Spanish, typing skills; excellent interpersonal skills, work independently; knowledgeable of patient rights and inter-agency referrals; understand cultural differences, sensitive & compassionate, ability to maintain objectivity; non judgmental. Carry a beeper/be on a call.

Skills/Qualifications in Short Supply

Education; knowledge of community resources; report writing skills; experience working with the elderly, knowledgeable of issues affecting the elderly; knowledge of substance abuse issue; work experience.

OTHER INFORMATION

Promotional Opportunities

Most firms (75%) reported promoting to other positions when available: Unit Director, Lead Supervisor, Supervisor, Manager, Series I, II, & III.

Skills Important for Career Advancement

Knowledgeable of community resources; child and adult protective services. Knowledgeable of issues affecting women, children, and elderly. Knowledgeable of substance abuse issues. Communicate effectively; explain formation well to clients. Effective counseling skills and good listening skills. Problem-solving skills, handle crisis situations well; evaluate nature of problems. Ability to continue education; obtain work experience. Accuracy in report writing, record keeping, and chart evaluation. Good interpersonal skills. Compassionate, people skills.

Union Employment

Firms: 25% Employees: 82%

Employment Type/Hours

Almost all employees work full time, averaging 40 hours per week. A few employees work part-time, averaging 12 hours per week, or temporary/on call, averaging 2 hours per week.

Vacancies Filled within the Last 12 Months

Promotions:	48%	Employees Leaving:	43%
New Positions:	10%	Temporary:	0%

Employer Screening Methods

Drug Testing	42%	Medical/Physical	17%
Aptitude Testing	8%	Police/Background	25%
DMV Printout	33%	Reference check	100%
Other: Good Driving Record, T.B. Skin Test			17%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIANS

SOC CODE: 292071

Alternative Titles: Front Office Receptionist, Medical Records Technician, Medical Records Technician I & II, Medical Records Clerk, Medical Records Designee, Office Manager, Records Clerk.

DEFINITION

Compile, process, and maintain medical records of hospitals and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented

Male 0% Female 100%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	31%
Employee Referrals	63%
Newspaper Ads	69%
Private Employment Agencies	13%
Employment Development Dept.	31%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	81%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	13%

WHERE THE JOBS ARE

Offices of Physicians
Hospitals

WAGES AND BENEFITS**Non-union ***

	Range	Median
New hire, no experience	\$ 6.75 - \$ 7.50	\$ 7.15
New hire, experienced	\$ 6.75 - \$ 8.53	\$ 7.65
3+ yrs experience w/firm	\$ 8.50 - \$12.64	\$ 9.75

* Participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	46%	38%
Dental Insurance	8%	77%
Vision Insurance	8%	77%
Life Insurance	62%	23%
Sick Leave	69%	8%
Vacation	77%	0%
Retirement Plan	0%	54%
Child Care	0%	8%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIANS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	6%
High school or equivalent	81%
A. A. degree	13%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	19%	38%	44%
Training can substitute for experience:	60%	40%	N/A

Employers prefer applicants with 6 - 18 months experience. (Average experience is 11 months).

Employers prefer applicants with 3 - 6 months training. (Average training is 4 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	19%	50%	31%
Record keeping	88%	12%	0%
Working independently	50%	38%	12%
Working under pressure	13%	56%	31%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	50%	50%	0%
Compute decimals/fractions	0%	6%	94%
Compute %/discounts/statistics	6%	6%	88%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	6%	13%	81%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	13%	6%	81%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	19%	37%	44%

* Percentage based on employers responding to this question.

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	44%
Spreadsheet	25%
Database	25%
Desktop Publishing	0%
Other: Health Dept Registry	25%

16 Firms Responding 52 Jobs Represented

Increasingly Important skills Reported

Communicate with doctors, provide information to staff and customers, meet deadlines; work in a team, bilingual Eng/Span; ability to learn and adapt, work independently, attention to detail, proactive, willing to help, dependable, good attitude, professional. compassionate/empathy. Customer service.

Skills/Qualifications in Short Supply

Knowledgeable of medical coding system and terminology; knowledgeable of medical records audits; office procedures. English language and math skills. Organizational skills; interpersonal skills.

OTHER INFORMATION

Promotional Opportunities

Most firms (69%) reported promoting to other positions when available: Office Manager, Medical Records Supervisor, Administrative Assistant, Back Office Assistant, Billing Clerk, Front Office Staff.

Skills Important for Career Advancement

Working knowledge of medical terminology; medical law and ethics. Alphabetic and numeric coding, computer skills, accurate documentation. Follow patient confidentiality rules. Verbal and written communication skills. Work independently, follow directions. Customer service, ability to type, phone skills. Bilingual Eng/Span.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 27 hours per week, or temporary/on call averaging 3 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:	Promotions	9%
	Employees Leaving	45%
	New Positions	45%
	Temporary	0%

Employer Screening Methods

Drug Testing	50%	Medical/Physical	25%
Aptitude Testing	0%	Police/Background	19%
DMV Printout	12%	Reference check	100%
Other: T.B. skin test.			19%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

OFFICE MANAGERS

SOC CODE: 113011209

Alternative Titles: Administrator, Admin Sec, Admin. Sec to City Mngr., Associate Program Director, Dir. of Fiscal Svc., Executive Dir., Office Mngr., Owner, Project Mngr., Site Mngr.

DEFINITION

Office Managers coordinate activities of clerical personnel in organization. Analyzes and organizes office operations and procedures, such as typing, filing, preparation of payroll, requisition of supplies, and other clerical services. Evaluates office production, revises procedures, or devises new forms to improve efficiency of workflow. Establishes uniform correspondence procedures and style practices. Coordinates activities of various clerical departments or workers within department. Reviews clerical and personnel records to ensure completeness, accuracy, and timeliness. May prepare organizational budget and monthly financial reports. May hire, train, and supervise clerical staff. May compile, store, and retrieve managerial data, using computer.

SIZE OF OCCUPATION

Occupation Size: Data Not Available

Gender by Percentage of Employees Represented:

Male 24% Female 76%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Data Not Available

Growth: Data Not Available

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Qualified Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	29%
Employee Referrals	59%
Newspaper Ads	82%
Private Employment Agencies	0%
Employment Development Dept.	35%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	71%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%
Other (word of mouth)	18%

WHERE THE JOBS ARE

"No Data Available for this Occupation"

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	----- Insufficient Data -----	
New hire, experienced	\$ 8.00 - \$ 17.00	\$ 10.00
3+ yrs experience w/firm	\$ 10.00 - \$ 19.00	\$ 14.50

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	59%	24%
Dental Insurance	29%	53%
Vision Insurance	24%	59%
Life Insurance	71%	12%
Sick Leave	88%	0%
Vacation	88%	0%
Retirement Plan	6%	41%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

OFFICE MANAGERS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	76%
A. A. degree	6%
Bachelor degree	18%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	88%	0%	12%
Training can substitute for experience:	0%	100%	N/A

Employers prefer applicants with 12 - 30 months experience. (Average experience is 23 months).

Employers do not accept training in lieu of work experience.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	41%	53%	6%
Record keeping	47%	53%	0%
Working independently	94%	6%	0%
Working under pressure	47%	47%	6%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	88%	6%	6%
Compute decimals/fractions	41%	24%	35%
Compute %/discounts/statistics	35%	30%	35%
Geometry/Algebra/Advanced Math	7%	35%	58%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	12%	0%	88%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	6%	12%	82%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	18%	41%	41%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	82%
Spreadsheet	71%
Database	12%
Desktop Publishing	12%
Other: Accounting software, E-mail	47%

17 Firms Responding 42 Jobs Represented

Increasingly Important Skills Reported

Excellent problem-solving and organization skills, ability to plan and organize, document preparation, attention to detail, ability to motivate staff; work well under pressure, adapt well to change, common sense; reliable, exercise patience, positive attitude; able to attend out-of-town meetings/trainings, work overtime & weekends.

Skills/Qualifications in Short Supply

General accounting and bookkeeping, ability to use ten key adding machine, ability to create spreadsheets. Supervisory skills, work well as part of a team. Ability to use broader range of software; computer skills. Educational requirements.

OTHER INFORMATION

Promotional Opportunities

Many firms (53%) reported promoting to other positions when available: Executive Director, Director, Area Manager, Bookkeeper, City Manager.

Skills important for Career Advancement

Above average math, report writing skills and verbal. Computer skills. Working knowledge of current H.R. regulations such as OSHA and HIPPA. Knowledgeable of medical billing and payroll. Report writing and spreadsheet creation. Supervisory skills and total office management. Organization skills. Analytical skills. Initiative and goal setting. Ability to obtain work experience.

Union Employment

Firms:	6%
Employees:	2%

Employment Type/Hours

All employees work full-time, averaging 41 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:	
Promotions	0%
Employees Leaving	83%
New Positions	17%
Temporary	0%

Employer Screening Methods

Drug Testing	35%	Medical/Physical	6%
Aptitude Testing	0%	Police/Background	12%
DMV Printout	6%	Reference check	100%
Other: T.B. Skin Test, verify education			29%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

PACKERS AND PACKAGERS, HAND

SOC CODE: 537064

Alternative Titles: Bagger, Binder Worker, Courtesy Clerk, Flour Production Worker, Inserter, Machine Operator, Packager, Production Line Worker, Stocker.

DEFINITION

Pack or package by hand a wide variety of products and materials.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 63% Female 37%

PROJECTIONS

Occupational Forecast: 1999 - 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 15.8%

Growth: Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	7%
Employee Referrals	100%
Newspaper Ads	0%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	93%

WHERE THE JOBS ARE

Grocery Stores

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.75 - \$ 8.00	\$ 6.75
New hire, experienced	\$ 6.75 - \$ 8.00	\$ 6.88
3+ yrs experience w/firm	\$ 7.50 - \$ 10.00	\$ 8.20

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Employer Pays All	
	Full Time	Part Time
Medical Insurance	9%	25%
Dental Insurance	9%	25%
Vision Insurance	9%	25%
Life Insurance	36%	0%
Sick Leave	55%	25%
Vacation	55%	25%
Retirement Plan	0%	25%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

PACKERS AND PACKAGERS, HAND

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	71%
High school or equivalent	29%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	100%	0%

Training can substitute for experience:	N/A	N/A	N/A
---	-----	-----	-----

Employers reported not requiring prior experience.

Employers reported no training is required.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	7%	64%	29%
Record keeping	29%	7%	64%
Working independently	64%	36%	0%
Working under pressure	43%	50%	7%
Add/subtract 2+ digit numbers	93%	7%	0%
Multiply/divide	36%	50%	14%
Compute decimals/fractions	0%	0%	100%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	71%	29%	0%
Read/comprehend info in Spanish	14%	29%	57%
Write effectively in English	79%	21%	0%
Write effectively in Spanish	7%	43%	50%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	64%	14%	22%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

14 Firms Responding
105 Jobs Represented

Increasingly Important Skills Reported

Pro-active, ability to work as part of a team, ability to multi-function, care in handling merchandise, customer service; work ethics, punctual, outgoing, not shy, respectful, good personal hygiene.

Skills/Qualifications in Short Supply

English language skills. Experience using packing machinery. Friendliness to customers; exceed customer service.

OTHER INFORMATION

Promotional Opportunities

Most firms (79%) reported promoting to other positions when available: Supervisor, Cashier, Stock Room Clerk, Warehouse Clerk, Coffee Shop/Deli Clerk.

Skills Important for Career Advancement

Care in handling and packaging products. Think logically and use common sense. Be aware that packer "seals" final sale. Greet customer; smile, be energetic. Acknowledge customers; quality communication with customers. Basic math, ability to weigh products. Pay close attention to numeric digits. Willing to work odd hours, and work as part of a team. Operate fork lift.

Union Employment

Firms:	7%
Employees:	17%

Employment Type/Hours

Many employees work full-time, averaging 40 hours per week. Many employees work part-time, averaging 24 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	71%
New Positions	29%
Temporary	0%

Employer Screening Methods

Drug Testing	43%	Medical/Physical	0%
Aptitude Testing	7%	Police/Background	0%
DMV Printout	14%	Reference check	100%
Other: Health Card, T.B. Skin test			14%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

PARTS SALESPERSON

SOC CODE: 412022**Alternative Titles: Counter Parts Consultant,
Customer Service Representative, Parts
Consultant, Parts Salesperson****DEFINITION**

Sell spare and replacement parts and equipment
in repair shop or parts store.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by percentage of employees represented:
Male 88% Female 12%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market
Information Division, California Employment Development Department).

Projected Job Growth Rate: 15.4%

Growth: Slower Than Average

Almost all employers reported stable demand in this
occupation during the last year. For the next two
years, most employers reported expecting demand to
remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to
find qualified applicants. This means that
employer demand is considerably greater than sup-
ply of qualified applicants, and that employers often
cannot find qualified applicants when an opening
exists.

Inexperienced: Employers report it is very difficult to
find qualified applicants. This means that
employer demand is considerably greater than sup-
ply of qualified applicants, and that employers often
cannot find qualified applicants when an opening
exists.

Recruitment Methods

In-house Promotion or Transfer	40%
Employee Referrals	40%
Newspaper Ads	80%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%
Other: (Word of mouth, In-house posting)	27%

WHERE THE JOBS ARE

Machinery, Equipment, and Supplies
Auto and Home Supply Stores
Electrical Goods

WAGES AND BENEFITS

Non-union *	Range	Median
New hire, no experience	\$ 6.75 - \$ 12.51	\$ 9.00
New hire, experienced	\$ 7.00 - \$ 13.50	\$ 9.25
3+ yrs experience w/firm	\$11.00 - \$ 16.01	\$ 13.00

* All participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison,
the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	13%	73%
Dental Insurance	7%	73%
Vision Insurance	7%	73%
Life Insurance	87%	0%
Sick Leave	87%	0%
Vacation	87%	0%
Retirement Plan	0%	53%
Child Care	0%	7%
Other	0%	0%

* Percentage is based on number of employers offering
benefits and responding to this question.

PARTS SALESPERSON

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	13%	7%	80%

Training can substitute for experience: 0% 100% N/A

Employers prefer applicants with 24 - 36 months work experience. (Average experience is 27 months).

Employers do not accept training in lieu of work experience.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	63%	31%	6%
Record keeping	81%	19%	0%
Working independently	81%	19%	0%
Working under pressure	75%	25%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	88%	6%	6%
Compute %/discounts/statistics	25%	50%	25%
Geometry/Algebra/Advanced Math	6%	56%	38%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	19%	37%	44%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	19%	69%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	19%	75%	6%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	20%
Spreadsheet	7%
Database	0%
Desktop Publishing	0%
Other: Sales & Inventory software	47%

15 Firms Responding

50 Jobs Represented

Increasingly Important Skills Reported

Self-driven, customer service, good listener, write legibly, people skills; punctual, dependable, honesty, integrity, helpful; follow safe work practices, ability to travel, reliable vehicle, good DMV driving record.

Skills/Qualifications in Short Supply

Customer service. Work experience. Ability to be more persuasive in making sales.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (80%) reported promoting to other positions when available: Store Manager, Manager, Supervisor, Outside Salesperson.

Skills Important for Career Advancement

Mechanical aptitude. Basic math skills; ability to use adding machine and cash handling skills. Verbal communication skills; good phone skills. Aggressive in sales; arrange sales contracts. Product knowledge. Customer service. Ability to multi-task and prioritize. Write legibly.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Almost all employees work full-time averaging 42 hours per week. A few employees work part-time, averaging 30 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	7%
Employees Leaving	80%
New Positions	13%
Temporary	0%

Employer Screening Methods

Drug Testing	60%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	80%	Reference check	100%
Other:			0%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

POLICE AND SHERIFF'S PATROL OFFICERS

SOC CODE: 333051**Alternative Titles: Sergeant, Lieutenant****Recruitment Methods****DEFINITION**

Maintain order, enforce laws and ordinances, and property life and property in an assigned patrol district. Perform combination of following duties: patrol a specific area on foot or in a vehicle; direct traffic; issue traffic summonses; investigate accidents; apprehend and arrest suspects, or serve legal processes of courts.

In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	83%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	17%
Internet	17%
Colleges/Universities	33%
Other: (Word of mouth, City Hall)	17%

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by percentage of employees represented:
Male 90% Female 10%

WHERE THE JOBS ARE

Local Government, Except Hospitals and Education

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 29.2%

Growth: Much Faster Than Average

Many employers reported either stable demand or growth in this occupation during the last year. For the next two years, almost all employers reported expecting demand to grow.

WAGES AND BENEFITS**Union ***

	Range	Median
New hire, no experience	\$ 11.00 - \$ 15.93	\$ 13.54
New hire, experienced	\$ 12.00 - \$ 17.00	\$ 14.36
3+ yrs experience w/firm	\$ 13.81 - \$ 19.36	\$ 16.50

* All participating employers reported having union wages only.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Insufficient Data

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	33%	67%
Dental Insurance	33%	67%
Vision Insurance	33%	67%
Life Insurance	83%	17%
Sick Leave	83%	17%
Vacation	83%	17%
Retirement Plan	17%	83%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

POLICE AND SHERIFF'S PATROL OFFICERS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	0%	100%

Training can substitute for experience:	100%	0%	N/A
---	------	----	-----

Employers prefer applicants with 5 - 24 months work experience. (Average experience is 11 months).

Employers prefer applicants with 2 - 7 months training. (Average training is 5 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	100%	0%	0%
Record keeping	83%	17%	0%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	67%	33%	0%
Compute decimals/fractions	0%	67%	33%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	17%	83%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	17%	83%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	17%	83%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	17%	83%	0%

* Percentage based on employers responding to this question

Computer Skills

All employers reported applicants do not need to have computer skills.

Type of Software	Percentage of All Firms
Word Processing	83%
Spreadsheet	0%
Database	17%
Desktop Publishing	0%
Other:	0%

6 Firms Responding
123 Jobs Represented

Increasingly Important Skills Reported

Observant, attention to detail, ability to use a firearm; honesty and integrity, people skills.

Skills/Qualifications in Short Supply

Knowledge of how cities and states function. Interaction and involvement with community. Work experience. Cope well with personal issues so as not to affect work performance.

OTHER INFORMATION

Promotional Opportunities

All firms (100%) reported promoting to other positions when available: Lieutenant, Sergeant, Motorcycle Officer, Detective.

Skills Important for Career Advancement

Verbal and written communication skills. Report writing skills. Bilingual English/Spanish. Officer survival skills, common sense, and ability to work under pressure and handle crisis situations well. Integrity, honesty. Ability to pass physical and psychological pre-employment test. Know community well.

Union Employment

Firms:	100%
Employees:	100%

Employment Type/Hours

All employees work full-time averaging 45 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	55%
New Positions	41%
Temporary	5%

Employer Screening Methods

Drug Testing	100%	Medical/Physical	100%
Aptitude Testing	33%	Police/Background	100%
DMV Printout	100%	Reference check	100%
Other: Dept of Justice Finger Prints, Police Academy, psychiatric clearance, oral exam.			67%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

PRESCHOOL TEACHERS, EXCEPT SPECIAL EDUCATION

SOC CODE: 252011**Alternative Titles: Associate Teacher, Director, Head Teacher, Site Director, Site Supervisor, Teacher, Teacher Assistant/Aide.****DEFINITION**

Instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:
Male 0% Female 100%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 35.3%
Growth: Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	53%
Newspaper Ads	40%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	0%
Colleges/Universities	27%
Other: (Word of mouth, ROP, Church membership)	60%

WHERE THE JOBS ARE

Elementary and Secondary Schools
Child Day Care Services
Colleges and Universities

WAGES AND BENEFITS**Non-union ***

	Range	Median
New hire, no experience	\$ 6.75 - \$ 8.25	\$ 7.00
New hire, experienced	\$ 6.75 - \$ 9.15	\$ 7.25
3+ yrs experience w/firm	\$ 7.50 - \$ 13.00	\$ 9.75

Union

	Range	Median
New hire, no experience	----- Insufficient Data -----	-----
New hire, experienced	\$ 11.23 - \$ 13.50	\$ 12.36
3+ yrs experience w/firm	\$ 12.36 - \$ 15.00	\$ 14.00

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Employer Pays All	Share Cost
Medical Insurance	27%	33%
Dental Insurance	20%	33%
Vision Insurance	20%	33%
Life Insurance	40%	7%
Sick Leave	53%	7%
Vacation	53%	7%
Retirement Plan	7%	40%
Child Care	0%	27%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

PRESCHOOL TEACHERS, EXCEPT SPECIAL EDUCATION

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	87%
A. A. degree	13%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	20%	27%	53%
Training can substitute for experience:	73%	27%	N/A

Employers prefer applicants with 6 - 24 months experience. (Average experience is 13 months).

Employers prefer applicants with 3 - 12 months training. (Average training is 6 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	33%	54%	13%
Record keeping	20%	60%	20%
Working independently	60%	33%	7%
Working under pressure	33%	67%	0%
Add/subtract 2+ digit numbers	93%	7%	0%
Multiply/divide	13%	67%	20%
Compute decimals/fractions	0%	13%	87%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	6%	27%	67%
Write effectively in English	93%	7%	0%
Write effectively in Spanish	6%	27%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	40%	60%	0%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	33%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

Licensing

A credential is required for public school teachers. Please contact California Commission on Teacher Credentialing, 1812 9th Street, P.O. Box 944270, Sacramento, CA 94244 (916) 445-7254.

15 Firms Responding 117 Jobs Represented

Increasingly Important Skills Reported

Communication with parents, work well in a team, adapt to changes. Creativity, attentive to safety of children, well organized. Love for children & learning, be a positive role model, be aware that employees are entrusted with children, appreciate uniqueness of children. Work under close supervision. Cleanliness, lift 40+ pds; good driving record.

Skills/Qualifications in Short Supply

Units/courses in Early Childhood Education. Curriculum development. Work experience. Experience using different software; English language skills. Understanding of parents perspective. Better viewpoint of childcare.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (87%) reported promoting to other positions when available: Site Director, Program Director, Director; Site Supervisor, Master Teacher, Associate Teacher. Center Administrator, Head Teacher.

Skills Important for Career Advancement

Knowledgeable of child development, different learning modalities and of different instructional methods. Knowledgeable of community care licensing. Curriculum design. Implement indoor and outdoor activities. Oral reading, and knowledgeable of child nutrition. Organizational and communication skills. Ability to follow directions, be alert and motivated. Supervisory skills and classroom management. Dedicated to families and children; be kind and patient.

Union Employment

Firms: 20% Employees: 17%

Employment Type/Hours

Almost all employees work full-time, averaging 37 hours per week. A few employees work part-time, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions: 0% Employees Leaving: 75%
New Positions: 25% Temporary: 0%

Employer Screening Methods

Drug Testing	27%	Medical/Physical	27%
Aptitude Testing	0%	Police/Background	27%
DMV Printout	0%	Reference check	93%
Other: T.B skin test, Finger Prints.			60%

LOCAL TRAINING PROVIDED

There is local education/training locally. Contact Imperial Valley College at (760) 352-8320, I.C. Office of Education at (760) 312-6431, or I.V.R.O.P. at (760) 482-2600.

SECRETARIES, EXCEPT LEGAL, MEDICAL, AND EXECUTIVE

SOC CODE: 436014

**Alternative Titles: Administrative Assistant,
Bookkeeper, Office Manager, Receptionist.**

DEFINITION

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 2% Female 98%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 6.8%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	19%
Employee Referrals	75%
Newspaper Ads	63%
Private Employment Agencies	19%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	81%
Trade Journals	0%
Internet	6%
Colleges/Universities	6%
Other: (Word of mouth)	31%

WHERE THE JOBS ARE

Elementary and Secondary Schools
Local Government, Except Hospitals and Education
Colleges and Universities
Job Training and Related Services
Residential Buildings Construction

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 7.00 - \$ 9.09	\$ 7.80
New hire, experienced	\$ 7.00 - \$ 10.50	\$ 8.50
3+ yrs experience w/firm	\$ 9.00 - \$ 14.19	\$ 10.50

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	19%	44%
Dental Insurance	6%	31%
Vision Insurance	6%	31%
Life Insurance	44%	13%
Sick Leave	56%	6%
Vacation	50%	6%
Retirement Plan	6%	13%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS**Minimum Level of Education Firms Require**

Less than high school	6%
High school or equivalent	94%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	25%	13%	63%

Training can substitute for experience:	43%	57%	N/A
---	-----	-----	-----

Employers prefer applicants with 12 - 36 months work experience. (Average experience is 20 months).

Employers prefer applicants with 1 - 6 months training. (Average training is 3 months).

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	19%	75%	6%
Record keeping	69%	31%	0%
Working independently	69%	31%	0%
Working under pressure	0%	100%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	63%	31%	6%
Compute decimals/fractions	6%	19%	75%
Compute %/discounts/statistics	6%	25%	69%
Geometry/Algebra/Advanced Math	0%	6%	94%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	19%	0%	81%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	6%	82%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	37%	44%	19%

* Percentage based on employers responding to this question

Computer Skills

All employers reported applicants do not need to have computer skills.

<i>Type of Software:</i>	<i>Percentage of All Firms:</i>
Word Processing	63%
Spreadsheet	19%
Database	6%
Desktop Publishing	0%
Other: Accounting software	38%

16 Firms Responding
41 Jobs Represented

Increasingly Important Skills Reported

Excellent phone skills and interpersonal skills; professional skills, work as part of a team. Operate modern office machines, maintain appointment calendar, legible handwriting. Adapt well to changes, reliable and ability to work under pressure. Professional work attire.

Skills/Qualifications in Short Supply

English grammar; punctuation and spelling. Computer skills. Courtesy and professionalism with regards to phone skills. Relate well to others.

OTHER INFORMATION**Promotional Opportunities**

Some firms (38%) reported promoting to other positions when available: Office Manager, Supervisor, Bookkeeper.

Skills Important for Career Advancement

Ability to accurately compose written material, prepare financial statements, and efficient management of files. Excellent verbal communication skills. Computer skills. Bilingual English and Spanish. Ability to meet deadlines, and observe confidentiality. Good public relations and customer service. Telephone and organization skills.

Union Employment

Firms:	19%
Employees :	34%

Employment Type/Hours

All employees work full-time, averaging 40 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	86%
New Positions	14%
Temporary	0%

Employer Screening Methods

Drug Testing	50%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	0%	Reference check	100%
Other: Finger Prints, T.B. Skin Test			19%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

YEAR 2002 OCCUPATIONS

1. Agricultural Inspectors
2. Carpenters
3. Child Care Workers
4. Dental Assistants
5. Food Service Managers
6. Instructional Aides
7. Legal Secretaries
8. Licensed Vocational Nurses
9. Radiologic Technologists
10. Sales Representatives—Scientific & Related Products & Services – Except Retail
11. Stock Clerks – Sales Floor
12. Traffic, Shipping, and Receiving Clerks
13. Truck Drivers, Light – Include Delivery and Route Workers
14. Vocational and Educational Counselors
15. Waiters and Waitresses

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AGRICULTURAL INSPECTORS

OES CODE: 219110999

Alternative Titles: Agricultural Biologist I, II or III, Agricultural Biologist, Assistant Agricultural Commissioner, Deputy Agricultural Commissioner, Lead Agricultural Commissioner, Quality Control Inspector, Grain Sampler, Agricultural Technician, Agricultural Supervisor, Agricultural Board Director.

DEFINITION

Agricultural Inspectors inspect agricultural commodities, processing equipment, and facilities, and fish and logging operations, to ensure compliance with regulations and laws governing health, quality, and safety. Illustrative Examples: Cattle Examiner; Meat Grader; Grain Sampler.

SIZE OF OCCUPATION

Occupation Size: Data Not Available

Gender by Percentage of Employees Represented:

Male 70% Female 30%

PROJECTIONS

Occupational Forecast: 1999 - 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Data Not Available

Growth: Data Not Available

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	50%
Employee Referrals	50%
Newspaper Ads	50%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	50%
Trade Journals	0%
Colleges/Universities	50%
Other: (Internet and recruitment letters to other counties.	50%

WHERE THE JOBS ARE

Federal Government

State Government

Local Government

* Because of insufficient data, these industries were not the State of California. Listed industries are based on from local survey results.

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	- Insufficient data for this level-	
New hire, experienced	\$ 11.00 - \$ 17.50	\$ 12.64
3+ yrs experience w/firm	\$ 14.00 - \$ 19.18	\$ 17.55

* All participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	0%	100%
Dental Insurance	0%	75%
Vision Insurance	0%	50%
Life Insurance	50%	25%
Sick Leave	100%	0%
Vacation	100%	0%
Retirement Plan	0%	50%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

AGRICULTURAL INSPECTORS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	50%
A. A. degree	25%
Bachelor degree	25%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	50%	0%	50%

Training can substitute for experience: 75% 25% N/A

Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 6 - 48 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	75%	25%	0%
Record keeping	75%	25%	0%
Working independently	75%	25%	0%
Working under pressure	75%	25%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	75%	25%	0%
Geometry/Algebra/Advanced Math	0%	75%	25%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	50%	50%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	25%	75%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	25%	75%	0%

* Percentage based on employers responding to this question

Computer Skills

All employers reported applicants do not need to have computer skills.

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

4 Firms Responding 88 Jobs Represented

Increasingly Important Skills Reported

Ability to interact positively with the public; good public relations skills. Trustworthy, reliable, and punctual. Able to lift and climb.

Skills/Qualifications in Short Supply

Agricultural Inspectors license (5 different types). Work experience. English language skills.

OTHER INFORMATION

Promotional Opportunities

All firms (100%) reported promoting to other positions when available: Agriculture Biologist II, or III. Lead Agricultural Biologist, Assistant Agricultural Commissioner, Deputy Agricultural Commissioner, Manager, Supervisor.

Skills Important for Career Advancement

Knowledge of regulations governing industry. Accurate interpretation of written information. Report writing and math skills. Ability to pursue coursework in biology or agriculture. Ability to work efficiently and be resourceful. Resolve disputes or misunderstandings.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Many seasonal employees work an average of 40 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	8%
New Positions	0%
Temporary	92%

Employer Screening Methods

Drug Testing	50%	Medical/Physical	50%
Aptitude Testing	0%	Police/Background	25%
DMV Printout	100%	Reference check	100%
Other: Verify education, license. Dept of Justice background check. Must be US citizen.			75%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

CARPENTERS

OES CODE: 871020

Alternative Titles: General Laborer, Foreman, Assistant Foreman, Superintendent, Assistant Superintendent, Project Manager, Installer, Yard Foreman, Door Specialist.

DEFINITION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 100% Female 0%

PROJECTIONS

Occupational Forecast: 1999 - 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 52.4%
Growth: Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	93%
Newspaper Ads	40%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth, I.V. R.O.P.)	67%

WHERE THE JOBS ARE

Residential Building Construction
NonResidential Building Construction
Carpentry and Floor Work
Heavy Construction, Except Highway

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.75 - \$ 10.00	\$ 8.50
New hire, experienced	\$ 7.00 - \$ 14.00	\$12.00
3+ yrs experience w/firm	\$ 11.00 - \$ 19.00	\$14.00

* One employer reported paying piece rate compensation.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	13%	33%
Dental Insurance	13%	33%
Vision Insurance	7%	33%
Life Insurance	47%	0%
Sick Leave	53%	0%
Vacation	53%	0%
Retirement Plan	0%	13%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	27%
High school or equivalent	73%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

YES NO PREFERRED

Work experience required: 47% 6% 47%

Training can substitute for experience: 64% 36% N/A

Employers prefer applicants with 12 - 36 months experience.

Employers prefer applicants with 2 - 3 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	40%	60%	0%
Record keeping	27%	60%	13%
Working independently	73%	27%	0%
Working under pressure	47%	53%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	80%	13%	7%
Compute %/discounts/statistics	7%	13%	80%
Geometry/Algebra/Advanced Math	7%	80%	13%
Read/comprehend info in English	80%	7%	13%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	93%	7%	0%
Write effectively in Spanish	7%	7%	86%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	20%	80%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: Internet for material orders	100%

15 Firms Responding 66 Jobs Represented

Increasingly Important Skills Reported

Work well as part of a team. Communicate well with others. Good listening skills. Dependable and punctual. Possess good driving record. Follow safe work practices.

Skills/Qualifications in Short Supply

Ownership of carpentry tools. Work Experience. English language skills. Working knowledge of power tools. Committed to projects.

OTHER INFORMATION

Promotional Opportunities

Most firms (73%) reported promoting to other positions when available: Assistant Superintendent. Project Manager. Foreman, Assistant Foreman.

Skills Important for Career Advancement

Ability to provide estimates. Read blue prints and angles; measure accurately. Ability to perform rough and finish carpentry; installation & repair drywall. Knowledge of wood and paint types. Safe operation of power tools. Provide own tools; reliable transportation and auto insurance. Operate forklift. Customer Service.

Union Employment

Firms:	7%
Employees:	2%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 23 hours per week. A few employees work temporary, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	80%
New Positions	20%
Temporary	0%

Employer Screening Methods

Drug Testing	13%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	7%
DMV Printout	73%	Reference check	57%
Other: Verify Drivers License.			33%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

CHILD CARE WORKERS

OES CODE: 680380

Alternative Titles: Childcare Development Department Aide, Duty Supervisor, Recess Supervisor, Yard Supervisor, Child Attendant, Site Supervisor.

DEFINITION

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 10% Female 90%

PROJECTIONS

Occupational Forecast: 1999 - 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 25.0%

Growth: Remain Stable

All employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	27%
Employee Referrals	87%
Newspaper Ads	27%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Colleges/Universities	7%
Other: (word of mouth)	53%

WHERE THE JOBS ARE

Elementary and Secondary Schools
Residential Care
Child Day Care Services

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.75 - \$ 7.53	\$ 6.80
New hire, experienced	\$ 6.75 - \$ 8.19	\$ 7.00
3+ yrs experience w/firm	\$ 7.15 - \$ 9.04	\$ 7.80

* One employer reported paying bonuses.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	7%	0%
Dental Insurance	7%	0%
Vision Insurance	7%	0%
Life Insurance	20%	13%
Sick Leave	27%	47%
Vacation	27%	47%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	7%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

CHILD CARE WORKERS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	13%	47%	40%

Training can substitute for experience: 75% 25% N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 2 - 4 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	0%	20%	80%
Record keeping	7%	20%	73%
Working independently	40%	20%	40%
Working under pressure	40%	40%	20%
Add/subtract 2+ digit numbers	67%	27%	6%
Multiply/divide	20%	67%	13%
Compute decimals/fractions	0%	20%	80%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	47%	53%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	33%	67%	0%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	100%
Spreadsheet	0%
Database	0%
Desktop Publishing	25%
Other: Internet for electronic mail, and Microsoft Publisher	25%

15 Firms Responding
132 Jobs Represented

Increasingly Important Skills Reported

Punctual and dependable. Good communication and professionalism with parents. Good driving record. Like children and have patience. Ability to lift 40 pounds.

Skills/Qualifications in Short Supply

College units in Early Childhood Education . English language skills. Experience working with children. Experience working with adolescents. Patience.

OTHER INFORMATION

Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Permit Teacher. Site Supervisor.

Skills Important for Career Advancement

Experience working with children. Knowledgeable of early childhood development. Continued education and Early Childhood Education Certificate. English language skills and good communication with teachers and children. Positive interaction with children. Attention to safety.

Union Employment

Firms:	13%
Employees:	61%

Employment Type/Hours

A few employees work full-time, averaging 41 hours per week. Almost all employees work part-time, averaging 17 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	20%	Medical/Physical	7%
Aptitude Testing	0%	Police/Background	27%
DMV Printout	7%	Reference check	100%
Other: Dept of Justice background and finger print check. Verify education. TB skin test.			53%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

DENTAL ASSISTANTS

OES CODE: 660020

Alternative Titles: Registered Dental Assistant, Office Coordinator.

DEFINITION

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:

Male 8% Female 92%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 33.3%

Growth: Much Faster Than Average

All employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	27%
Employee Referrals	60%
Newspaper Ads	53%
Private Employment Agencies	7%
Employment Development Dept.	33%
School, Program Referrals	27%
Union Hall Referrals	0%
Walk-in Applicants	47%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%
Other: (word of mouth, One Stop Employment Services Centers)	33%

WHERE THE JOBS ARE

Offices & Clinics of Dentists

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.75 - \$ 10.00	\$ 7.00
New hire, experienced	\$ 7.00 - \$ 12.00	\$ 9.00
3+ yrs experience w/firm	\$ 9.00 - \$ 14.00	\$ 12.25

* All participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	0%	0%
Dental Insurance	7%	0%
Vision Insurance	0%	0%
Life Insurance	47%	7%
Sick Leave	67%	0%
Vacation	67%	0%
Retirement Plan	7%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

DENTAL ASSISTANTS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	27%	0%	73%

Training can substitute for experience: 93% 7% N/A

Employers prefer applicants with 1 - 24 months Training.

Employers prefer applicants with 2 - 24 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	13%	74%	13%
Record keeping	87%	13%	0%
Working independently	73%	27%	0%
Working under pressure	13%	87%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	67%	33%	0%
Compute decimals/fractions	0%	40%	60%
Compute %/discounts/statistics	0%	47%	53%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	6%	20%	74%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	7%	0%	93%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	7%	86%	7%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	17%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: PeachTree and "Softdent" dental software package.	83%

Licensing Requirements

Most employers reported that Limited Permit R-Ray Technician Certification is required or preferred. Some employers reported that Registered Dental Assistant License is required or preferred.

15 Firms Responding
36 Jobs Represented

Increasingly Important Skills Reported

Good customer service skills. Communication skills. Front office assistance. Flexible to duties performed. Dependable and punctual.

Skills/Qualifications in Short Supply

Work experience. California X-Ray permit. Computer skills. Customer service. Improved professionalism.

OTHER INFORMATION

Promotional Opportunities

Most firms (60%) reported promoting to other positions when available: Lead Dental Assistant, Lead X-Ray Technician. Registered Dental Assistant. Office Manager.

Skills Important for Career Advancement

Working knowledge of dental materials, procedures and instruments. Chair-side assistance skills; work closely with doctor. Appointment scheduling. Insurance billing. Ability to learn from on-the-job training and continue education. Positive interaction with patients. Communication skills. Bilingual English/Spanish.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Many employees work full-time, averaging 39 hours per week. Many employees work part-time, averaging 24 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	0%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	7%
DMV Printout	0%	Reference check	100%
Other: Verify X-Ray permits and education.			53%
T.B. skin test.			

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

FOOD SERVICE MANAGERS

OES CODE: 150261

Alternative Titles: Kitchen Manager, Assistant Manager, Crew Leader, Manager, General Manager, Shift Manager, Cafeteria Manager, Director of Dietary, Deli Dept Manager, Snack Bar Associate, Department Manager, Bakery Manager, Fresh Food Deli Manager.

Recruitment Methods

In-house Promotion or Transfer	40%
Employee Referrals	80%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	93%
Trade Journals	0%
Colleges/Universities	0%
Other: (word of mouth, Internet)	33%

DEFINITION

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes Food and Beverage Directors.

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:

Male 42% Female 58%

WHERE THE JOBS ARE

Eating and Drinking Places
Elementary and Secondary Schools

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 11.1%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 7.40 - \$ 9.59	\$ 8.10
New hire, experienced	\$ 6.75 - \$13.34	\$10.00
3+ yrs experience w/firm	\$ 8.00 - \$15.50	\$13.04

* One employer reported paying bonuses.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	20%	53%
Dental Insurance	20%	53%
Vision Insurance	13%	53%
Life Insurance	40%	27%
Sick Leave	73%	0%
Vacation	73%	0%
Retirement Plan	0%	60%
Child Care	0%	13%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

FOOD SERVICE MANAGERS

EMPLOYER REQUIREMENTS

Minimum level of Education Firms Require

Less than high school	0%
High school or equivalent	93%
A. A. degree	0%
Bachelor degree	7%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	47%	6%	47%

Training can substitute for experience:	21%	79%	N/A
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Employers prefer applicants with 12 - 60 months experience.

Employers prefer applicants with 2 - 3 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	33%	47%	20%
Record keeping	86%	7%	7%
Working independently	87%	13%	0%
Working under pressure	67%	33%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	0%	13%	87%
Compute %/discounts/statistics	6%	27%	67%
Geometry/Algebra/Advanced Math	7%	20%	73%
Read/comprehend info in English	86%	7%	7%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	86%	7%	7%
Write effectively in Spanish	7%	0%	93%
Orally communicate in English	86%	7%	7%
Orally communicate in Spanish	20%	67%	13%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	25%
Spreadsheet	38%
Database	0%
Desktop Publishing	0%
Other: Restaurant software package	63%

15 Firms Responding 38 Jobs Represented

Increasingly Important Skills Reported

Good customer service skills. Knowledgeable of local economy. Reliable. Willing to work overtime.

Skills/Qualifications in Short Supply

Supervisory skills. Work experience in restaurant management. English language skills. Basic computer skills. Customer service. Education in nutrition.

OTHER INFORMATION

Promotional Opportunities

Most firms (67%) reported promoting to other positions when available: General Manager. Kitchen Manager, Assistant Manager.

Skills Important for Career Advancement

Supervisory and Leadership skills. Bookkeeping and business administration skills. Math and computer skills. Working knowledge of modern kitchen equipment. Organizational skills. Follow sanitation procedures. Food preparation, especially cooking temperatures. Ability to handle difficult customers; work well under pressure. Communication skills. Customer service skills.

Union Employment

Firms:	7%
Employees:	3%

Employment Type/Hours

Almost all employees work full-time, averaging 43 hours per week. A few employees work part-time, averaging 20 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	63%
New Positions	38%
Temporary	0%

Employer Screening Methods

Drug Testing	33%	Medical/Physical	13%
Aptitude Testing	13%	Police/Background	20%
DMV Printout	20%	Reference check	87%
Other: T.B. SkinTest. CPR certificate			47%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

INSTRUCTIONAL AIDES

OES CODE: 315211**Alternative Titles: Para-Professional, Para Educator, Instructional Assistant, Assistant Teachers Aide, Teachers Aide.**

DEFINITION

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of employees represented:
Male 26% Female 74%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 24.7%
Growth: Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	7%
Employee Referrals	80%
Newspaper Ads	60%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	93%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

WHERE THE JOBS ARE

Elementary and Secondary Schools

WAGES AND BENEFITS

Non-union

	Range	Median
New hire, no experience	\$ 6.75 - \$ 8.40	\$ 7.86
New hire, experienced	\$ 7.15 - \$ 9.21	\$ 8.10
3+ yrs experience w/firm	\$ 8.00 - \$ 9.94	\$ 9.06

Union

	Range	Median
New hire, no experience	\$ 7.66 - \$ 10.08	\$ 8.42
New hire, experienced	\$ 7.92 - \$ 10.62	\$ 8.83
3+ yrs experience w/firm	\$ 8.45 - \$ 11.14	\$ 9.27

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits***Employer Pays All**

	Full Time	Part Time
Medical Insurance	33%	0%
Dental Insurance	33%	0%
Vision Insurance	33%	0%
Life Insurance	40%	20%
Sick Leave	47%	33%
Vacation	47%	27%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

INSTRUCTIONAL AIDES

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	13%	20%	67%

Training can substitute for experience: 92% 8% N/A

Employers prefer applicants with 4 - 24 months experience.

Employers prefer applicants with 1 - 24 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	0%	27%	73%
Record keeping	7%	53%	40%
Working independently	13%	40%	47%
Working under pressure	13%	40%	47%
Add/subtract 2+ digit numbers	86%	7%	7%
Multiply/divide	67%	20%	13%
Compute decimals/fractions	33%	7%	60%
Compute %/discounts/statistics	7%	13%	80%
Geometry/Algebra/Advanced Math	0%	20%	80%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	13%	87%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	20%	80%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	7%	40%	53%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	100%
Spreadsheet	50%
Database	0%
Desktop Publishing	38%
Other: MicroSoft Publisher and Internet	13%

15 Firms Responding
849 Jobs Represented

Increasingly Important Skills Reported

Motivate children/students; be a positive influence.
Good communication with students and teachers.
Punctual and dependable. Professionalism. Patience.

Skills/Qualifications in Short Supply

Pre-employment educational requirements. English language skills.

OTHER INFORMATION

Promotional Opportunities

Most firms (73%) reported promoting to other positions when available: Special Education Aide; Speech and Language Aide. Assistant Director. Office positions or other departments.

Skills Important for Career Advancement

Proficient in reading, writing and math. Communication skills. Ability to continue education. Pass the California Basic Educational Skills Test (CBEST). Ability to follow verbal and written directions. Assist with lesson preparation and instruction. Ability to discipline appropriately. Initiative and good judgement.

Union Employment

Firms:	47%
Employees:	93%

Employment Type/Hours

A few employees work full time, averaging 38 hours per week. Almost all employees work part-time, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	75%
New Positions	25%
Temporary	0%

Employer Screening Methods

Drug Testing	13%	Medical/Physical	0%
Aptitude Testing	27%	Police/Background	13%
DMV Printout	0%	Reference check	100%
Other: Dept of Justice or FBI finger prints, TB skin test	40%		
Pre-employment basic skills test.			

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

LEGAL SECRETARIES

OES CODE: 551020

Alternative Titles: Legal Assistant, Administrative Assistant, Legal Administrative Assistant, Administrative Secretary, ParaLegal.

DEFINITION

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:

Male 8% Female 92%

PROJECTIONS

Occupational Forecast: 1999-2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

All employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	100%
Newspaper Ads	40%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	80%
Trade Journals	0%
Internet	0%
Colleges/Universities	20%
Other: (Word of Mouth)	40%

WHERE THE JOBS ARE

Legal Services

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 6.75 - \$ 9.00	\$ 8.00
New hire, experienced	\$ 8.00 - \$ 14.15	\$10.00
3+ yrs experience w/firm	\$ 12.50 - \$ 16.00	\$14.00

* One employer reported paying bonuses.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	13%	80%
Dental Insurance	7%	67%
Vision Insurance	0%	60%
Life Insurance	60%	0%
Sick Leave	100%	0%
Vacation	100%	0%
Retirement Plan	0%	13%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

LEGAL SECRETARIES

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	53%
A. A. degree	47%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	40%	13%	47%
Training can substitute for experience:	62%	38%	N/A

Employers prefer applicants with 12 - 48 months experience.

Employers prefer applicants with 4 - 24 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	47%	53%	0%
Record keeping	80%	20%	0%
Working independently	67%	33%	0%
Working under pressure	20%	80%	0%
Add/subtract 2+ digit numbers	80%	20%	0%
Multiply/divide	47%	53%	0%
Compute decimals/fractions	0%	27%	73%
Compute %/discounts/statistics	0%	6%	94%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	13%	20%	67%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	6%	27%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	33%	60%	7%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	73%
Spreadsheet	13%
Database	0%
Desktop Publishing	0%
Other: Legal office software pkgs	53%
"Martin Dean and "LegalEx"	

15 Firms Responding 37 Jobs Represented

Increasingly Important Skills Reported

Knowledgeable of legal terms and litigation procedures. Professional in dealing with clients. Efficiency and organizational skills. Ability to handle difficult customers and work well under pressure.

Skills/Qualifications in Short Supply

Knowledge of legal terminology, litigation procedures. Knowledge of general laws and legal codes. English and Spanish language skills. Ability to translate verbal and written in English/Spanish. Interpersonal skills.

OTHER INFORMATION

Promotional Opportunities

Most firms (73%) reported promoting to other positions when available: Law Clerk, Law Clerk Assistant, Paralegal. Office manager or Supervisor.

Skills Important for Career Advancement

Proofreading, typing, and computer skills. Proficient in comprehending written information. Familiar with law journals; research abilities. Communications skills. Coordinate multiple projects; organizational skills. Maintain busy appointment book. interpersonal skills.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Almost all employees work full time, averaging 40 hours per week. A few employees work part-time, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	9%
Employees Leaving	91%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	13%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	13%
DMV Printout	33%	Reference check	100%
Other: Verify education.			7%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

LICENSED VOCATIONAL NURSES

OES CODE: 325050

Alternative Titles: Dialysis Technician, Licensed Vocational Nurse I, Licensed Vocational Nurse II, Endoscopy Technician.

DEFINITION

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics private homes, sanitariums, and similar institutions.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented

Male 10% Female 90%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 16.7%

Growth: Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	24%
Employee Referrals	65%
Newspaper Ads	59%
Private Employment Agencies	6%
Employment Development Dept.	12%
School, Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	65%
Trade Journals	0%
Colleges/Universities	12%
Other (word of mouth, hospitals, Internet)	53%

WHERE THE JOBS ARE

Hospitals
Offices of Clinics of Medical Doctors
Home Health Care Services

WAGES AND BENEFITS

Non-union and Union

	Range	Median
New hire, no experience	\$ 6.75 - \$15.00	\$ 11.00
New hire, experienced	\$ 9.00 - \$15.00	\$ 13.00
3+ yrs experience w/firm	\$ 10.25 - \$17.50	\$ 15.00

* All participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	41%	24%
Dental Insurance	41%	18%
Vision Insurance	35%	24%
Life Insurance	59%	0%
Sick Leave	71%	0%
Vacation	71%	0%
Retirement Plan	0%	18%
Child Care	0%	12%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

LICENSED VOCATIONAL NURSES

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	18%
A. A. degree	82%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	29%	0%	71%
Training can substitute for experience:	94%	6%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 12 - 24 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	65%	29%	6%
Record keeping	88%	12%	0%
Working independently	76%	24%	0%
Working under pressure	76%	24%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	76%	24%	0%
Compute decimals/fractions	29%	47%	24%
Compute %/discounts/statistics	0%	18%	82%
Geometry/Algebra/Advanced Math	0%	6%	94%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	29%	71%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	35%	65%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	35%	65%	0%

* Percentage based on employers responding to this question.

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	33%
Spreadsheet	50%
Database	33%
Desktop Publishing	0%
Other: E-mail	50%

Licensing Requirements

License is issued by the California Department of Consumer Affairs. Applicants must successfully pass examination and complete experience requirements.

17 Firms Responding 62 Jobs Represented

Increasingly Important skills Reported

Communication with patients and family; listening skills. Ability to work well under pressure; deal with difficult persons and situations. Basic computer skills. Write legibly. Ability to be sympathetic and have compassion. Physical ability to move patients.

Skills/Qualifications in Short Supply

Computer skills. Organizational and time management skills. English language skills. Ability to continue education. Willingness to work weekends. Experience working with the elderly. Knowledgeable of issues relating to substance abuse.

OTHER INFORMATION

Promotional Opportunities

Many firms (41%) reported promoting to other positions when available: Registered Nurse. LVN I to LVN II. Office Manager; supervisor.

Skills Important for Career Advancement

Ability to be thorough with taking vital signs; assess decline in patient health. Ability to effectively administer injections; obtain Intravenous Certificate. Thorough record keeping and documentation. Follow procedures for infection control (asepsis). Familiar with pathologies associated with diabetes and illicit drug use. Respond effectively to difficult situations and individuals. Work well with patients/elderly. Ability to work in a fast-paced environment; work well under pressure.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most employees work full-time, averaging 38 hours per week. Some employees work part-time, averaging 24 hours per week, or temporary/on call, averaging 21 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:	Promotions	6%
	Employees Leaving	72%
	New Positions	22%
	Temporary	0%

Employer Screening Methods

Drug Testing	29%	Medical/Physical	24%
Aptitude Testing	0%	Police/Background	12%
DMV Printout	35%	Reference check	100%
Other: Verify LVN License, education, trainings.			59%
Finger print check. T.B. skin test.			

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

RADIOLOGIC TECHNOLOGISTS

OES CODE: 329190

Alternative Titles: Radiologic Technician,
Registered Dental Assistant, X-Ray Technician,
Orthopedic X-Ray Technician.

DEFINITION

Radiologic Technologists take X-rays and CAT scans or administer nonradioactive materials into patients blood stream for diagnostic purposes. Includes technologists who specialize in other modalities such as computed tomography, ultrasound, and magnetic resonance. Includes workers whose primary duties are to demonstrate portions of the human body on X-ray film or fluoroscopic screen.

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:
Male 59% Female 41%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%
Growth: Remain Stable

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Qualified Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	10%
Employee Referrals	60%
Newspaper Ads	80%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	10%
Union Hall Referrals	0%
Walk-in Applicants	60%
Trade Journals	0%
Internet	0%
Colleges/Universities	30%
Other (word of mouth, hospitals)	50%

WHERE THE JOBS ARE

Hospitals
Offices of Clinics of Medical Doctors
* Offices and Clinics of Dentists

* Because of insufficient data, this industry was not compiled by the State of California. Listed industry is based on data gathered from local survey results.

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 9.00 - \$ 16.92	\$ 12.00
New hire, experienced	\$ 10.50 - \$ 17.94	\$ 12.75
3+ yrs experience w/firm	\$ 13.00 - \$ 19.00	\$ 15.50

* All participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Employer Pays All	Share Cost
Medical Insurance	20%	30%
Dental Insurance	20%	20%
Vision Insurance	10%	20%
Life Insurance	40%	0%
Sick Leave	50%	0%
Vacation	50%	0%
Retirement Plan	0%	20%
Child Care	0%	20%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

RADIOLOGIC TECHNOLOGISTS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	50%
A. A. degree	50%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	50%	0%	50%

Training can substitute for experience:	70%	30%	N/A
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Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 12 - 24 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	22%	44%	33%
Record keeping	44%	56%	0%
Working independently	33%	56%	11%
Working under pressure	33%	67%	0%
Add/subtract 2+ digit numbers	90%	10%	0%
Multiply/divide	70%	30%	0%
Compute decimals/fractions	30%	50%	20%
Compute %/discounts/statistics	0%	20%	80%
Geometry/Algebra/Advanced Math	0%	50%	50%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	50%	50%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	50%
Spreadsheet	25%
Database	25%
Desktop Publishing	0%
Other: Radiology software	75%

Licensing Requirements

Employers reported that either Radiologic Technologist Certification or Limited Permit X-Ray Technician is required or preferred.

10 Firms Responding
32 Jobs Represented

Increasingly Important Skills Reported

Customer service skills. Able to stand for extended periods of time. Professionalism.

Skills/Qualifications in Short Supply

Educational requirements. Work experience. Better communication with patients. Interpersonal skills. Knowledgeable of issue relating to substance abuse.

OTHER INFORMATION

Promotional Opportunities

Some firms (30%) reported promoting to other positions when available: Department Manager or Supervisor.

Skills important for Career Advancement

Operate x-ray machine. Working knowledge of fluoroscopic, ultrasound, and magnetic resonance imaging procedures. Ability to continue education and clinical training. Cross train in other areas: phlebotomy and osteoporosis imaging.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most all employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 21 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:	
Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	50%	Medical/Physical	30%
Aptitude Testing	0%	Police/Background	10%
DMV Printout	20%	Reference check	100%
Other: Verify education, X-ray permit and any certificates. Dept of Justice finger print check.			70%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

OES CODE: 490050

Alternative Titles: Sales Manager, Outside Sales Representative, Branch Manager, Assistant Manager, Industrial Sales Equipment Representative, Domestic Sales Representative, International Sales Representative.

DEFINITION

Sales Representative, Scientific and Related Products and Services, except Retail sell products or services requiring scientific or similar knowledge for wholesalers or manufacturers. This knowledge is in areas such as biology engineering, chemistry, and electronics, and is normally obtained from 2 or 3 years of post secondary education or its equivalent. They sell products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals, and precision instruments. Does not include Sales Representatives in retail sales, or those who must have a technical background equivalent to a bachelor's degree in engineering.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by percentage of employees represented:

Male 92% Female 8%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 42.9%

Growth: Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	13%
Employee Referrals	73%
Newspaper Ads	60%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	73%
Trade Journals	0%
Colleges/Universities	0%
Other: (Word of mouth, internet)	80%

WHERE THE JOBS ARE

Machinery, Equipment, and Supplies
Miscellaneous NonDurable Goods
Petroleum and Petroleum Products
Professional & Commercial Equipment
Chemicals and Allied Products
Computer and Data Processing Services

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 8.00 - \$ 10.00	\$ 9.00
New hire, experienced	\$ 8.63 - \$ 15.00	\$ 12.00
3+ yrs experience w/firm	\$10.93 - \$ 19.18	\$ 15.00

* Some employers reported paying commission.

* All participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	40%	47%
Dental Insurance	40%	47%
Vision Insurance	47%	27%
Life Insurance	100%	0%
Sick Leave	100%	0%
Vacation	100%	0%
Retirement Plan	7%	40%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS**Minimum Level of Education Firms Require**

Less than high school	0%
High school or equivalent	73%
A. A. degree	27%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	53%	0%	47%

Training can substitute for experience:	7%	93%	N/A
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Employers prefer applicants with 24 - 60 months work experience.

Except for one employer requiring 24 months experience, almost all do not accept training as a substitute for work.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	34%	33%	33%
Record keeping	67%	20%	13%
Working independently	53%	47%	0%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	40%	27%	33%
Compute %/discounts/statistics	60%	20%	20%
Geometry/Algebra/Advanced Math	20%	47%	33%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	13%	0%	87%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	13%	0%	87%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	13%	40%	47%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	33%
Spreadsheet	100%
Database	33%
Desktop Publishing	0%
Other: E-mail	50%

**15 Firms Responding
60 Jobs Represented****Increasingly Important Skills Reported**

Interpersonal skills. Customer service skills. Knowledgeable of import/export regulations. Telephone skills. Communicate well with variety of persons.

Skills/Qualifications in Short Supply

English language skills. Verbal and written communication skills. Experience working with heavy equipment machinery. Excell spreadsheet preparation. Ability to speak a foreign language important to exportation transactions. Ability to write legibly.

OTHER INFORMATION**Promotional Opportunities**

Almost all firms (87%) reported promoting to other positions when available: Sales Manager, Contract Manager. Supervisor, Contract Supervisor. Lead Sales Representative.

Skills Important for Career Advancement

Knowledgeable of local farming industry. Knowledgeable of product line and farming equipment. Ability to apply sales techniques; open & maintain new accounts. Communication skills. Ability to work under pressure; negotiation skills. Tenacity to perform. Record keeping. Customer service. Bilingual English/Spanish.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Almost all employees work full-time averaging 40 hours per week. A few employees work part-time, averaging 20 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	91%
New Positions	9%
Temporary	0%

Employer Screening Methods

Drug Testing	13%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	73%	Reference check	93%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

STOCK CLERKS - SALES FLOOR

OES CODE: 490210

Alternative Titles: Merchandising Customer Assistant, Warehouse Clerk, Replenishment Clerk, Journeyman, Sales Floor Associate, Hardline Stocker, Center Stocker, Food Service Stocker, Receiving Clerk.

Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	87%
Newspaper Ads	13%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	93%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (Word of mouth, Local Training Providers)	80%

DEFINITION

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins and table with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by percentage of employees represented:

Male 53% Female 47%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 8.5%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants.

Inexperienced: Employers report it is not difficult to find qualified applicants.

WHERE THE JOBS ARE

Grocery Stores
Department Stores
Misc. General Merchandise Stores
Drug Stores and Proprietary Stores

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 6.75 - \$ 7.80	\$ 6.75
New hire, experienced	\$ 6.75 - \$ 8.50	\$ 7.00
3+ yrs experience w/firm	\$ 7.25 - \$11.25	\$ 8.42

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	27%	40%
Dental Insurance	27%	40%
Vision Insurance	27%	20%
Life Insurance	47%	20%
Sick Leave	60%	7%
Vacation	67%	0%
Retirement Plan	7%	40%
Child Care	0%	0%
Other	0%	7%

* Percentage is based on number of employers offering benefits and responding to this question.

STOCK CLERKS - SALES FLOOR

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	53%
High school or equivalent	47%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	73%	27%

Training can substitute for experience:	75%	25%	N/A
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Employers prefer applicants with 6 - 12 months work experience.

Employers prefer applicants with 1 - 2 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	20%	73%	7%
Record keeping	27%	40%	33%
Working independently	53%	47%	0%
Working under pressure	0%	73%	27%
Add/subtract 2+ digit numbers	87%	13%	0%
Multiply/divide	67%	20%	13%
Compute decimals/fractions	0%	20%	80%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	93%	7%	0%
Read/comprehend info in Spanish	7%	6%	87%
Write effectively in English	87%	6%	7%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	93%	7%	0%
Orally communicate in Spanish	21%	43%	36%

* Percentage based on employers responding to this question

Computer Skills

All employers reported applicants do not need to have computer skills.

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

15 Firms Responding
196 Jobs Represented

Increasingly Important Skills Reported

Ability to work independently. Courteous towards customers. Punctual, dependable and trustworthy.

Skills/Qualifications in Short Supply

Knowledgeable of export/import regulations. Computer skills. Interpersonal skills. More outgoing personality.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (87%) reported promoting to other positions when available: Cashier, Supervisor. Customer Service Associate. Warehouse Supervisor.

Skills Important for Career Advancement

Ability to read and follow instructions. Merchandise display skills. Excellent customer service. Handle merchandise with care; keep area clean. Forklift certificate. Basic math skills. Record keeping and inventory control skills. Bondable.

Union Employment

Firms:	13%
Employees:	12%

Employment Type/Hours

Most employees work full-time averaging 38 hours per week. Some employees work part-time, averaging 24 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	91%
New Positions	9%
Temporary	0%

Employer Screening Methods

Drug Testing	13%	Medical/Physical	0%
Aptitude Testing	13%	Police/Background	13%
DMV Printout	7%	Reference check	67%
Other: Verify drivers license.			13%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

TRAFFIC, SHIPPING, AND RECEIVING CLERKS

OES CODE: 580280

Alternative Titles: Sales Representative, Warehouse Clerk, Receiving Clerk, Product Distribution Technician, Grain Shipping & Receiving Clerk, General Manager.

DEFINITION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 76% Female 24%

PROJECTIONS**Occupational Forecast: 1999- 2006**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 15.2%

Growth: Slower Than Average

All employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	60%
Newspaper Ads	40%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	87%
Trade Journals	0%
Colleges/Universities	0%
Other: (Word of mouth, Internet)	87%

WHERE THE JOBS ARE

Federal Government
Department Stores
Machinery, Equipment, and Supplies
Freight Transportation Arrangement
Trucking & Courier Services, Except Air

WAGES AND BENEFITS**Non-union and Union**

	Range	Median
New hire, no experience	\$ 6.75 - \$ 8.70	\$ 7.70
New hire, experienced	\$ 6.75 - \$ 9.15	\$ 8.00
3+ yrs experience w/firm	\$ 7.35 - \$ 12.25	\$ 10.50

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits***Full Time**

	Employer Pays All	Share Cost
Medical Insurance	40%	33%
Dental Insurance	40%	33%
Vision Insurance	33%	33%
Life Insurance	73%	7%
Sick Leave	80%	0%
Vacation	80%	0%
Retirement Plan	7%	53%
Child Care	0%	13%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

TRAFFIC, SHIPPING, AND RECEIVING CLERKS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	7%	33%	60%

Training can substitute for experience:	50%	50%	N/A
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Employers prefer applicants with 2 - 24 months experience.

Employers prefer applicants with 3 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	7%	53%	40%
Record keeping	54%	33%	13%
Working independently	60%	20%	20%
Working under pressure	13%	67%	20%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	93%	7%	0%
Compute decimals/fractions	0%	20%	80%
Compute %/discounts/statistics	34%	33%	33%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	86%	14%	0%
Read/comprehend info in Spanish	7%	13%	80%
Write effectively in English	87%	13%	0%
Write effectively in Spanish	0%	20%	80%
Orally communicate in English	93%	7%	0%
Orally communicate in Spanish	20%	47%	33%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	25%
Spreadsheet	75%
Database	0%
Desktop Publishing	0%
Other: Material Management Dept software package.	25%

15 Firms Responding
37 Jobs Represented

Increasingly Important Skills Reported

Ability to place good effort on duties performed. Attentive to handling materials and tools with care. Physically able to lift and climb. Dependable.

Skills/Qualifications in Short Supply

Computer skills. Fork lift certificate. English language skills; spelling & grammar.

OTHER INFORMATION

Promotional Opportunities

Many firms (53%) reported promoting to other positions when available: Supervisor, Shipping Supervisor, Warehouse Supervisor. Cashier. Promoted to other departments.

Skills Important for Career Advancement

Basic Math Skills. Ability to add without calculator. Able to read bin label numbers. At shipment arrival, identify & resolve shortages. invoice preparation. Record keeping abilities; organizational skills. Ability to operate inside forklift. Communication skills; customer service. Dependable.

Union Employment

Firms:	7%
Employees:	3%

Employment Type/Hours

All employees work full-time, averaging 40 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	33%	Medical/Physical	13%
Aptitude Testing	0%	Police/Background	13%
DMV Printout	60%	Reference check	93%
Other: T.B skin test			13%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

TRUCK DRIVERS, LIGHT - INCLUDE DELIVERY AND ROUTE WORKERS

OES CODE: 971050

Alternative Titles: Route Driver, Driver, Utility Service Worker I & II.

DEFINITION

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 99% Female 1%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 27.5%

Growth: Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	7%
Employee Referrals	73%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (Word of mouth)	80%

WHERE THE JOBS ARE

Trucking & Courier Services, Except Air
Misc. NonDurable Goods
Auto and Home Supply Stores
Air Transportation, Scheduled
Misc. Equipment Rental & Leasing
Grocery & Related Products

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 7.00 - \$ 11.00	\$ 9.30
New hire, experienced	\$ 7.15 - \$ 13.75	\$ 9.87
3+ yrs experience w/firm	\$ 8.75 - \$ 16.00	\$ 13.50

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	20%	60%
Dental Insurance	20%	40%
Vision Insurance	20%	27%
Life Insurance	87%	0%
Sick Leave	93%	0%
Vacation	87%	0%
Retirement Plan	0%	27%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS**Minimum Level of Education Firms Require**

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	33%	7%	60%

Training can substitute for experience:	57%	43%	N/A
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Employers prefer applicants with 12 - 24 months work experience.

Employers prefer applicants with 1 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	20%	67%	13%
Record keeping	67%	33%	0%
Working independently	80%	20%	0%
Working under pressure	53%	40%	7%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	87%	13%	0%
Compute decimals/fractions	7%	7%	86%
Compute %/discounts/statistics	7%	40%	53%
Geometry/Algebra/Advanced Math	0%	7%	93%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	13%	87%
Write effectively in English	93%	7%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	27%	47%	26%

* Percentage based on employers responding to this question

Computer Skills

All employers reported applicants do not need to have computer skills.

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

15 Firms Responding
171 Jobs Represented

Increasingly Important Skills Reported

Ability to work in a fast-paced environment. Attentive to injury prevention. Able to communicate and work well with others. Ability to follow directions. Dependable and punctual. Customer service skills.

Skills/Qualifications in Short Supply

Driving experience. Communication skills. Customer service skills. Ability to type.

OTHER INFORMATION**Promotional Opportunities**

Most firms (67%) reported promoting to other positions when available: Supervisor, Route Supervisor, Driver Supervisor, Route Sales Driver. Foreman, Project Manager.

Skills Important for Career Advancement

Maintain safe driving record. Load and unload cargo properly; secure load properly. Ability to weigh load both actual and gross weight. Ability to use gears properly, especially up or down hill. Math skills; use calculator. Consistency in accurate completion of required form and documents; organizational skills. Ability to work in a fast-paced environment. Good work ethics.

Union Employment

Firms:	13%
Employees :	5%

Employment Type/Hours

All employees work full-time, averaging 40 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	93%
New Positions	7%
Temporary	0%

Employer Screening Methods

Drug Testing	67%	Medical/Physical	13%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	100%	Reference check	100%
Other: DMV medical certificate, Class A license and Valid California driver's license.			33%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

VOCATIONAL AND EDUCATIONAL COUNSELORS

OES CODE: 315140

Alternate Titles: Counselor, Middle School Counselor, High School Counselor, Vocational Rehabilitation Counselor, School Counselor, Educational Counselor, Crisis Intervention Counselor, Drug & Alcohol Counselor, Senior Vocational Counselor, Vocational Counselor Assistant, Case Manager, Substance Abuse Counselor, Vocational Trainer.

DEFINITION

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 42% Female 58%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 21.4%

Growth: Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	13%
Employee Referrals	33%
Newspaper Ads	87%
Private Employment Agencies	0%
Employment Development Dept.	33%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	47%
Trade Journals	0%
Internet	20%
Colleges/Universities	60%
Other:	0%

WHERE THE JOBS ARE

State Government, Exc Hosp & Educ
Elementary and Secondary Schools
Job Training and Related Services

WAGES AND BENEFITS

Non-union

	Range	Median
New hire, no experience	\$ 7.80 - \$ 24.05	\$ 10.16
New hire, experienced	\$ 8.15 - \$ 24.77	\$ 11.03
3+ yrs experience w/firm	\$10.50 - \$ 25.51	\$ 12.60

Union

	Range	Median
New hire, no experience	\$ 14.80 - \$ 19.78	\$ 16.30
New hire, experienced	\$ 15.39 - \$ 23.25	\$ 18.43
3+ yrs experience w/firm	\$ 16.00 - \$ 25.31	\$ 21.61

* One employer reported paying an educational stipend.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	67%	27%
Dental Insurance	53%	40%
Vision Insurance	53%	40%
Life Insurance	87%	7%
Sick Leave	93%	0%
Vacation	87%	0%
Retirement Plan	0%	67%
Child Care	0%	13%
Other	7%	13%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	13%
A. A. degree	20%
Bachelor degree	13%
Graduate	53%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	6%	27%	67%

Training can substitute for experience: 18% 82% N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 4 - 24 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	47%	40%	13%
Record keeping	73%	27%	0%
Working independently	54%	33%	13%
Working under pressure	47%	47%	6%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	87%	13%	0%
Compute decimals/fractions	36%	22%	42%
Compute %/discounts/statistics	6%	47%	47%
Geometry/Algebra/Advanced Math	0%	40%	60%
Read/comprehend info in English	93%	0%	7%
Read/comprehend info in Spanish	6%	40%	54%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	7%	33%	60%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	20%	67%	13%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	100%
Spreadsheet	93%
Database	29%
Desktop Publishing	36%
Other: Internet, MicroSoft Publisher, PowerPoint and Vocational Assessment software package	57%

15 Firms Responding
124 Jobs Represented

Increasingly Important Skills Reported

Familiar with community resources. Public Relations skills. Communicate effectively with co-workers and parents. Sensitive to individual differences. Valid California Drivers License.

Skills/Qualifications in Short Supply

Accurate completion of paperwork. Customer service.

OTHER INFORMATION

Promotional Opportunities

Some firms (33%) reported promoting to other positions when available: Director. Senior Counselor; Supervisor.

Skills Important for Career Advancement

Continued education. Ability to help resolve conflict. Negotiation skills; advocate for clients. Ability and work experience in assessing student aptitudes. Ability to work with students with physical and mental disabilities. Knowledgeable of substance abuse issues. Planning and accomplishing work objectives; organizational skills. Relate well with children/clients. Ability to be sensitive; have empathy. Knowledgeable of community resources.

Union Employment

Firms:	53%
Employees:	72%

Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 25 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	56%
New Positions	44%
Temporary	0%

Employer Screening Methods

Drug Testing	53%	Medical/Physical	20%
Aptitude Testing	0%	Police/Background	27%
DMV Printout	7%	Reference check	100%
Other: Dept of Justice or FBI finger prints, and TB skin test.			53%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

WAITERS AND WAITRESSES

OES CODE: 650080

Alternative Title: Servers

DEFINITION

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Does not include workers who only work at counters.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 32% Female 68%

PROJECTIONS

Occupational Forecast: 1999- 2006

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 17.9%

Growth: Average

Most employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	13%
Employee Referrals	100%
Newspaper Ads	7%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	80%

WHERE THE JOBS ARE

Eating and Drinking Places

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.75 - \$ 6.75	\$ 6.75
New hire, experienced	\$ 6.75 - \$ 7.00	\$ 6.75
3+ yrs experience w/firm	\$ 6.75 - \$ 9.25	\$ 7.90

* Reported tips range from 58 cents per hour to \$1.60 per hour.

* All participating employers reported having only non-union wages.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	7%	0%
Sick Leave	13%	7%
Vacation	13%	7%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

WAITERS AND WAITRESSES

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	67%
High school or equivalent	33%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	60%	40%

Training can substitute for experience:	50%	50%	N/A
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Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 2 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	0%	0%	100%
Record keeping	7%	53%	40%
Working independently	73%	13%	14%
Working under pressure	47%	40%	13%
Add/subtract 2+ digit numbers	93%	7%	0%
Multiply/divide	47%	40%	13%
Compute decimals/fractions	0%	0%	100%
Compute %/discounts/statistics	13%	20%	67%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	73%	20%	7%
Read/comprehend info in Spanish	14%	13%	73%
Write effectively in English	53%	40%	7%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	93%	7%	0%
Orally communicate in Spanish	73%	27%	0%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: Restaurant Software package	100%

15 Firms Responding
157 Jobs Represented

Increasingly Important Skills Reported

Courtesy and friendliness. Punctual. Good work ethics. Attention to detail. Ability to stand for two or more hours. Ability to work well under pressure. Willingness to work under close supervision. Willingness to work overtime, evenings and holidays. Personal cleanliness.

Skills/Qualifications in Short Supply

English language skills. Interpersonal skills. Friendliness with customers.

OTHER INFORMATION

Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Supervisor; Manager, Assistant Manager. Crew Leader.

Skills Important for Career Advancement

Customer service. Good attitude, friendly, good personal appearance, good attendance. Ability to adapt to changes; Flexible. Help with food preparation. Willing to work weekends and holidays. Good memory and listening skills. Ability to work rapidly; write legibly. Successful completion of company training.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Many employees work full-time, averaging 38 hours per week. Many employees work part-time, averaging 20 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	76%
New Positions	24%
Temporary	0%

Employer Screening Methods

Drug Testing	0%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	0%	Reference check	87%
Other: TB skin test			75%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

YEAR 2001 OCCUPATIONS

1. Cashiers
2. Counter and Rental Clerks
3. Electricians
4. General Managers and Top Executives
5. Guards and Watch Guards
6. Home Health Aides
7. Pharmacy Technicians
8. Plumbers, Pipefitters, and Steamfitters
9. Registered Nurses
10. Sales Representatives —Except Scientific and Related Products and Services and Retail
11. Stock Clerks — Stockroom, Warehouse, Storage Yard
12. Teachers — Elementary School
13. Telephone and Cable T.V. Line Installers and Repairers
14. Tellers
15. Water and Liquid Waste Treatment Plant and System Operators

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CASHIERS

OES CODE: 490230

**Alternative Title: Front-end Assistant Cashier,
Lead Cashier, and Photo Lab Cashier.**

DEFINITION

Cashiers receive and distribute cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 27% Female 73%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 14.9%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Insufficient Data.

Inexperienced: Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

Recruitment Methods

In-house Promotion or Transfer	47%
Employee Referrals	60%
Newspaper Ads	20%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

WHERE THE JOBS ARE

Grocery Stores
Eating and Drinking Places
Gasoline Service Stations
Department Stores

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.25 - \$ 9.00	\$ 6.25
New hire, experienced	\$ 6.25 - \$ 7.25	\$ 6.75
3+ yrs experience w/firm	\$ 7.50 - \$ 12.00	\$ 8.50

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Employer Pays All	
	Full Time	Part Time
Medical Insurance	7%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	40%	0%
Sick Leave	53%	7%
Vacation	40%	7%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	27%
High school or equivalent	73%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	27%	73%

Training can substitute for experience: 100% 0% N/A

Employers prefer applicants with 6 - 18 months experience.

Employers prefer applicants with 2 - 6 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	7%	46%	47%
Record keeping	20%	60%	20%
Working independently	80%	13%	7%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	93%	7%	0%
Compute decimals/fractions	7%	13%	80%
Compute %/discounts/statistics	33%	54%	13%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	67%	33%	0%
Read/comprehend info in Spanish	20%	33%	47%
Write effectively in English	80%	13%	7%
Write effectively in Spanish	0%	33%	67%
Orally communicate in English	93%	7%	0%
Orally communicate in Spanish	80%	13%	7%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: cash register	100%

15 Firms Responding
215 Jobs Represented

Increasingly Important Skills Reported

Work quickly and efficiently. Ability to encourage other purchases. Stand for long periods of time. Pleasant, polite and courteous to customers.

Skills/Qualifications in Short Supply

Verbal English skills. Interpersonal skills. Provide good service to customer. Ability to suggest other purchases to customers.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (80%) reported promoting to other positions when available: Bookkeeper, Lead Cashier, Salesperson, stock clerk; Administrative, Supervisory, or Management positions; Regional, Store, or Department Manager; promote to full-time from part-time.

Skills Important for Career Advancement

Computer use. Cash and check handling skills; count change back to customer. Ability to operate adding machine/cash register. Ability to convert US/Mexican currency. Courtesy to customer. Speed and accuracy.

Union Employment

Firms:	7%
Employees:	2%

Employment Type/Hours

Many employees work full-time, averaging 40 hours per week. Many employees work part-time, averaging 27 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	22%
Employees Leaving	73%
New Positions	2%
Temporary	3%

Employer Screening Methods

Drug Testing	47%	Medical/Physical	13%
Aptitude Testing	7%	Police/Background	20%
DMV Printout	20%	Reference check	93%
Other: Test assessing logic. T.B Test and health card			27%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

COUNTER AND RENTAL CLERKS

OES CODE: 490170

Alternative Title: Customer Service Representative, and Yard Rental Clerk

DEFINITION

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 51% Female 49%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 16.7%

Growth: Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, all employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists

Inexperienced: Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	93%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	67%

WHERE THE JOBS ARE

Video Tape Rental
Laundry, Cleaning, & Garment Service
Automotive Rentals, No Drivers
Misc. Amusement, Recreation Service
Department Stores
Misc. Equipment Rental and Leasing

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 6.25 - \$ 7.50	\$ 6.25
New hire, experienced	\$ 6.25 - \$ 9.00	\$ 6.50
3+ yrs experience w/firm	\$ 7.40 - \$ 12.25	\$ 8.70

* All employers reported non-union wages only.

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	27%	0%
Sick Leave	33%	0%
Vacation	33%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

COUNTER AND RENTAL CLERKS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	33%
High school or equivalent	67%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	7%	67%	27%
Training can substitute for experience:	60%	40%	N/A

Employers prefer applicants with 8 - 24 months experience.

Employers prefer applicants with 1 - 6 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	0%	33%	67%
Record keeping	13%	80%	7%
Working independently	47%	40%	13%
Working under pressure	20%	47%	33%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	60%	40%	0%
Compute decimals/fractions	0%	13%	87%
Compute %/discounts/statistics	7%	20%	73%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	20%	53%	27%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	73%	27%	0%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	25%
Database	0%
Desktop Publishing	0%
Other: computerized cash register.	88%

15 Firms Responding
72 Jobs Represented

Increasingly Important Skills Reported

Sales skills. Ability to make recommendations to customers based on knowledge of products. Outgoing, self-confident, and self-motivated. Get along well with, and communicate well with co-workers. Quality service to customers.

Skills/Qualifications in Short Supply

Interpersonal skills. Basic computer skills. Cash handling skills.

OTHER INFORMATION

Promotional Opportunities

Many firms (53%) reported promoting to other positions when available: Store or Department Manager; Shift or Yard Supervisor.

Skills Important for Career Advancement

Ability to use computer and cash register machine. Good communication with customers. Know and promote company products and services. Ability to return change by counting back. Good telephone voice.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Some employees work full-time, averaging 40 hours per week. Most employees work part-time, averaging 22 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	88%
New Positions	13%
Temporary	0%

Employer Screening Methods

Drug Testing	13%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	27%	Reference check	93%
Other:			0%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

ELECTRICIAN

OES CODE: 872020

Alternative Title: Apprentice, Electrician Helper, Master Electrician, Supervisor, and Technician I, II or III.

DEFINITION

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Include Protective Signal Installers and Repairers and Street Light Servicers.

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:

Male 100% Female 0%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 10.0%

Growth: Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	60%
Newspaper Ads	47%
Private Employment Agencies	7%
Employment Development Dept.	27%
School, Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	87%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%
Other: (union office)	33%

WHERE THE JOBS ARE

Electrical Work

Local Government, Except Hospital and Education
State Government, Except Hospital and Education

WAGES AND BENEFITS

Non-union

	Range	Median
New hire, no experience	\$ 7.00 - \$ 13.50	\$ 8.00
New hire, experienced	\$ 9.00 - \$ 18.58	\$15.00
3+ yrs experience w/firm	\$15.00 - \$ 20.28	\$16.78

Union

	Range	Median
New hire, no experience	---- Insufficient Data ----	----
New hire, experienced	\$15.00 - \$ 25.00	\$ 18.44
3+ yrs experience w/firm	\$17.00 - \$ 26.00	\$ 20.20

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	33%	33%
Dental Insurance	27%	40%
Vision Insurance	27%	40%
Life Insurance	60%	7%
Sick Leave	60%	7%
Vacation	60%	7%
Retirement Plan	13%	27%
Child Care	0%	0%
Other	0%	13%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	73%
A. A. degree	27%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	53%	0%	47%

Training can substitute for experience:	40%	60%	N/A
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Employers prefer applicants with 6 - 48 months experience.

Employers prefer applicants with 6 - 24 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	67%	33%	0%
Record keeping	13%	87%	0%
Working independently	100%	0%	0%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	93%	7%	0%
Compute %/discounts/statistics	7%	27%	66%
Geometry/Algebra/Advanced Math	12%	54%	34%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	7%	93%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	40%	60%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: software for inventory and ordering of supplies.	100%

15 Firms Responding
94 Jobs Represented

Increasingly Important Skills Reported

Have own tools. Ability to read blueprints, mechanical drawings, and electrical building codes. Basic math skills. Communicate effectively and constructively with colleagues. Safety; exercise good judgment.

Skills/Qualifications in Short Supply

Knowledge of current or emerging changes in the communication technology field. Continued education.

OTHER INFORMATION

Promotional Opportunities

Many firms (53%) reported promoting to other positions when available: Master Electrician, Foreman, Electrician II or III, Journey Level Electrician; Supervisory positions.

Skills Important for Career Advancement

Ability to read blue prints. Know electrical codes. Use of various volt meters and other tools/instruments. Mechanical aptitude; ability to install electrical equipment. Math skills; ability to provide cost estimates. Communication skills.

Union Employment

Firms:	20%
Employees:	23%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. Few employees work part-time, averaging 28 hours per week.

Vacancies Filled within the Last 12 Months
resulted from:

Promotions	16%
Employees Leaving	58%
New Positions	26%
Temporary	0%

Employer Screening Methods

Drug Testing	60%	Medical/Physical	20%
Aptitude Testing	0%	Police/Background	7%
DMV Printout	93%	Reference check	100%
Other: Verify training Certificates			13%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

GENERAL MANAGERS AND TOP EXECUTIVES

OES CODE: 190050

Alternative Title: Assistant Vice-President, Associate Superintendent, Chief Executive Officer, Manager, Owner, President, Superintendent, and Vice-President.

DEFINITION

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through department or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 50% Female 50%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 10.3%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	31%
Employee Referrals	50%
Newspaper Ads	75%
Private Employment Agencies	0%
Employment Development Dept.	19%
School, Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	88%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%
Other: (word of mouth)	19%

WHERE THE JOBS ARE

Local Government, Except Hospitals and Education
Elementary and Secondary Schools
Auto and Home Supply Stores
State Government, Except Hospitals and Education
Grocery Stores

WAGES AND BENEFITS

Non-union and Union*

	Range	Median
New hire, no experience	\$ 8.15 - \$ 17.05	\$ 10.23
New hire, experienced	\$ 8.63 - \$ 23.01	\$ 12.40
3+ yrs experience w/firm	\$ 10.55 - \$ 23.97	\$ 15.75

* All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Full Time

	Employer Pays All	Share Cost
Medical Insurance	31%	50%
Dental Insurance	25%	56%
Vision Insurance	25%	56%
Life Insurance	81%	6%
Sick Leave	81%	13%
Vacation	94%	0%
Retirement Plan	19%	25%
Child Care	0%	6%
Other	13%	13%

* Percentage is based on number of employers offering benefits and responding to this question.

GENERAL MANAGERS AND TOP EXECUTIVES

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	25%
A. A. degree	69%
Bachelor degree	0%
Graduate	6%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	38%	0%	63%
Training can substitute for experience:	0%	100%	N/A

Employers prefer applicants with 12 - 60 months experience.

Employers do not accept training as a substitute for work.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	88%	6%	6%
Record keeping	56%	44%	0%
Working independently	100%	0%	0%
Working under pressure	75%	25%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	69%	12%	12%
Compute %/discounts/statistics	69%	19%	12%
Geometry/Algebra/Advanced Math	19%	62%	19%
Read/comprehend info in English	94%	6%	0%
Read/comprehend info in Spanish	6%	19%	75%
Write effectively in English	94%	6%	0%
Write effectively in Spanish	0%	37%	63%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	25%	12%	63%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	80%
Spreadsheet	87%
Database	13%
Desktop Publishing	33%
Other: PeachTree	27%

16 Firms Responding
60 Jobs Represented

Increasingly Important Skills Reported

Ability to plan, prioritize and set objectives. Excellent writing and speaking abilities. Budgeting skills. Computer skills. Excellent problem solving skills; ability to work well under pressure. Good interpersonal skills. Knowledge of product lines.

Skills/Qualifications in Short Supply

Presentation skills. Communication skills. Computer skills. Ability to use broader range of computer software.

OTHER INFORMATION

Promotional Opportunities

Many firms (56%) reported promoting to other positions when available: District Manager, Regional Manager, Store Manager, Accounts Manager; Certified Administrative Positions.

Skills Important for Career Advancement

Analytical and communication skills. Supervisory and team building skills. Ability to plan and accomplish priorities. Competent in math.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

All employees work full-time, averaging 45 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	80%
New Positions	20%
Temporary	0%

Employer Screening Methods

Drug Testing	12%	Medical/Physical	0%
Aptitude Testing	6%	Police/Background	37%
DMV Printout	19%	Reference check	88%
Other: Verify training/education.			6%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

GUARDS AND WATCH GUARDS

OES CODE: 630470

Alternative Title: Campus Security, Campus Proctor, Inventory Loss Prevention, Officer, Post Supervisor, Property Security, Security Patrol, and Whole Area Supervisor.

DEFINITION

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:

Male 81% Female 19%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 14.3%

Growth: Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is not difficult to find qualified applicants.

Inexperienced: Employers report it is not difficult to find qualified applicants.

Recruitment Methods

In-house Promotion or Transfer	31%
Employee Referrals	54%
Newspaper Ads	54%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	23%
Union Hall Referrals	0%
Walk-in Applicants	92%
Trade Journals	0%
Internet	0%
Colleges/Universities	15%
Other: (word of mouth)	31%

WHERE THE JOBS ARE

Miscellaneous Business Services
Department Stores
Misc. Amusement, Recreation Service
Real Estate Agents and Managers

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 6.25 - \$ 8.75	\$ 7.00
New hire, experienced	\$ 6.25 - \$ 9.25	\$ 8.00
3+ yrs experience w/firm	\$ 7.50 - \$13.00	\$10.19

* One employer reported paying bonuses.

* All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	38%	15%
Dental Insurance	31%	23%
Vision Insurance	31%	23%
Life Insurance	54%	0%
Sick Leave	54%	0%
Vacation	54%	0%
Retirement Plan	0%	23%
Child Care	0%	0%
Other	0%	8%

* Percentage is based on number of employers offering benefits and responding to this question.

GUARDS AND WATCH GUARDS

EMPLOYER REQUIREMENTS

Minimum level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	8%	38%	54%

Training can substitute for experience:	88%	13%	N/A
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Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 1-12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	38%	62%	0%
Record keeping	38%	54%	8%
Working independently	77%	23%	0%
Working under pressure	8%	77%	15%
Add/subtract 2+ digit numbers	70%	30%	0%
Multiply/divide	0%	62%	38%
Compute decimals/fractions	0%	0%	100%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	92%	8%	0%
Read/comprehend info in Spanish	15%	46%	39%
Write effectively in English	92%	0%	8%
Write effectively in Spanish	0%	15%	85%
Orally communicate in English	92%	8%	0%
Orally communicate in Spanish	61%	31%	8%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

Licensing Requirements

Employers require Security Guard Registration for security guards and in-house guards who carry weapons. Examination information is available from employers or the Bureau of Security and Investigative Services-licensed schools.

13 Firms Responding 227 Jobs Represented

Increasingly Important Skills Reported

Communicate effectively with others. Bilingual English and Spanish skills. Ability to stop problems from escalating. Self control; make good decisions while under duress. Punctual, very dependable and committed to duties. Good physical health.

Skills/Qualifications in Short Supply

Writing and verbal English language skills. Willingness to continue training.

OTHER INFORMATION

Promotional Opportunities

Many firms (54%) reported promoting to other positions when available: Supervisory or Management Positions; unit Manager; promotion to other departments.

Skills Important for Career Advancement

Report writing skills and effective communication with others. Excellent observation skills. Good logic and reasoning skills; ability to make good decisions under difficult situations. Make public safety a priority.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 27 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	18%
Employees Leaving	65%
New Positions	18%
Temporary	0%

Employer Screening Methods

Drug Testing	85%	Medical/Physical	15%
Aptitude Testing	0%	Police/Background	85%
DMV Printout	69%	Reference check	100%
Other: T.B. Test and Dept. of Justice Finger prints			38%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

HOME HEALTH AIDES

OES CODE: 660110**Alternative Title: Care Givers and Certified Home Health Aides.****DEFINITION**

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 11% Female 89%

PROJECTIONS**Occupational Forecast: 1997-2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 20.0%

Growth: Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to grow.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Insufficient Data.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	50%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	50%
Other:	0%

WHERE THE JOBS ARE

Residential Care
Home Health Care Services
Nursing and Personal Care Facilities

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 6.25 - \$ 7.50	\$ 7.00
New hire, experienced	\$ 7.00 - \$ 8.55	\$ 8.00
3+ yrs experience w/firm	\$ 9.00 - \$11.15	\$ 9.25

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits***Full Time**

	Employer Pays All	Share Cost
Medical Insurance	33%	33%
Dental Insurance	33%	33%
Vision Insurance	17%	50%
Life Insurance	50%	0%
Sick Leave	67%	0%
Vacation	67%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

HOME HEALTH AIDES

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	83%
A. A. degree	17%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	0%	100%

Training can substitute for experience:	100%	0%	N/A
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Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 8 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	67%	33%	0%
Record keeping	100%	0%	0%
Working independently	100%	0%	0%
Working under pressure	17%	83%	0%
Add/subtract 2+ digit numbers	83%	17%	0%
Multiply/divide	50%	50%	0%
Compute decimals/fractions	17%	33%	50%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	67%	33%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	50%	50%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	100%	0%	0%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

Licensing Requirements

Requires possession of a Home Health Aide (HHA) Certificate.

6 Firms Responding
79 Jobs Represented

Increasingly Important Skills Reported

Excellent problem-solving skills. Able to lift up to 10 pounds. Adherence to work safety procedures. Check home environment of patients for safety issues. Punctual and dependable. Respectful of patients' home.

Skills/Qualifications in Short Supply

Communication skills. Reliable transportation. Willingness to work on weekends.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (83%) reported promoting to other positions when available: LVN, RN or CNA. Acting Supervisor.

Skills Important for Career Advancement

Quality care to patients; able to interact with variety of patients. Aware of patients' abilities, limitations and declining health. Good interpersonal skills.

Union Employment

Firms:	17%
Employees:	5%

Employment Type/Hours

Most employees work full time, averaging 40 hours per week. Some employees work part-time, averaging 23 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	10%
Employees Leaving	62%
New Positions	29%
Temporary	0%

Employer Screening Methods

Drug Testing	33%	Medical/Physical	50%
Aptitude Testing	0%	Police/Background	67%
DMV Printout	100%	Reference check	100%
Other: Hepatitis B and T.B. vaccine.			100%
Finger print check			

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

PHARMACY TECHNICIANS

OES CODE: 325180

Alternative Title: Pharmacy Technician I & II, Pharmacy Technician Supervisor.

Recruitment Methods

DEFINITION

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

In-house Promotion or Transfer	11%
Employee Referrals	44%
Newspaper Ads	44%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	44%
Union Hall Referrals	11%
Walk-in Applicants	44%
Trade Journals	0%
Internet	44%
Colleges/Universities	44%
Other (word of mouth)	11%

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented

Male 16% Female 84%

WHERE THE JOBS ARE

Drug Stores and Proprietary Stores

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

WAGES AND BENEFITS

Non-union and Union

	Range	Median
New hire, no experience	\$ 6.75 - \$11.31	\$ 9.50
New hire, experienced	\$ 6.75 - \$16.67	\$ 11.96
3+ yrs experience w/firm	\$ 11.00 - \$16.67	\$ 13.00

One employer reported paying bonuses.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	33%	44%
Dental Insurance	33%	33%
Vision Insurance	33%	33%
Life Insurance	67%	11%
Sick Leave	78%	11%
Vacation	78%	11%
Retirement Plan	0%	22%
Child Care	0%	11%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

PHARMACY TECHNICIANS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	33%
A. A. degree	67%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	33%	11%	56%

Training can substitute for experience:	50%	50%	N/A
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Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 6 - 36 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	78%	22%	0%
Record keeping	89%	11%	0%
Working independently	78%	22%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	89%	11%	0%
Multiply/divide	89%	0%	11%
Compute decimals/fractions	78%	0%	22%
Compute %/discounts/statistics	0%	56%	44%
Geometry/Algebra/Advanced Math	0%	22%	78%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	22%	45%	33%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	44%	44%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	44%	56%	0%

* Percentage based on employers responding to this question.

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	25%
Desktop Publishing	0%
Other: in-store pharmacy software for patient history, inventory, placing orders and billing.	75%

Licensing Requirements

Requires registration and 1500 hours as a pharmacy clerk; one year and a minimum of 1500 hours performing duties of a pharmacy technician.

9 Firms Responding 31 Jobs Represented

Increasingly Important skills Reported

Work well under pressure in a demanding fast-paced environment; work well as member of a team. Know medical billing procedures. Ability to multi-task. Provide good service to customer. Stand for long periods of time.

Skills/Qualifications in Short Supply

Continuance of education and/or specialized trainings. English language skills.

OTHER INFORMATION

Promotional Opportunities

Many firms (56%) reported promoting to other positions when available: Department Manager, Lead Pharmacist Technicians; Supervisor,

Skills Important for Career Advancement

Knowledgeable of pharmaceutical and medical terminology. High level of attention to all transactions; critical thinking skills. Insurance billing. Communicate well with patients and hospital staff.

Union Employment

Firms:	11%
Employees:	13%

Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 24 hours per week, or temporary/on call, averaging 8 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	56%
New Positions	22%
Temporary	22%

Employer Screening Methods

Drug Testing	89%	Medical/Physical	11%
Aptitude Testing	0%	Police/Background	33%
DMV Printout	22%	Reference check	100%
Other: Background & criminal investigation.			78%
Verify education.			

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

OES CODE: 875020

Alternative Title: New Construction Plumbers, Master Plumbers, and Service Technicians.

Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	67%
Newspaper Ads	67%
Private Employment Agencies	0%
Employment Development Dept.	33%
School, Program Referrals	0%
Union Hall Referrals	11%
Walk-in Applicants	89%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	33%

DEFINITION

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 100% Female 0%

WHERE THE JOBS ARE

Plumbing, Heating, Air-Conditioning
Local Government, Except Hospitals and Education

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 20%

Growth: Faster Than Average.

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Qualified Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 6.75 - \$ 12.00	\$ 7.50
New hire, experienced	\$ 6.90 - \$ 18.26	\$ 12.00
3+ yrs experience w/firm	\$ 10.00 - \$ 22.00	\$ 17.00

One employer reported paying bonuses.

All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	33%	44%
Dental Insurance	22%	44%
Vision Insurance	22%	44%
Life Insurance	89%	0%
Sick Leave	89%	0%
Vacation	89%	0%
Retirement Plan	11%	11%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	22%	11%	67%
Training can substitute for experience:	87%	13%	N/A

Employers prefer applicants with 3 - 60 months experience.

Employers prefer applicants with 6 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	22%	67%	11%
Record keeping	11%	89%	0%
Working independently	100%	0%	0%
Working under pressure	44%	56%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	11%	11%	78%
Geometry/Algebra/Advanced Math	0%	44%	56%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	11%	11%	78%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	22%	45%	33%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: Software used for ordering supplies and inventory purposes.	100%

9 Firms Responding 32 Jobs Represented

Increasingly Important Skills Reported

Soldering and welding skills. Ability to read blue prints. Knowledge of plumbing tools and equipment. Ability to complete plumbing job.

Skills/Qualifications in Short Supply

Math skills. Ability to read blue prints. Problem solving skills. Knowledgeable of latest plumbing supplies and equipment. Communication skills between co-workers. Good work ethics.

OTHER INFORMATION

Promotional Opportunities

Many firms (44%) reported promoting to other positions when available: Foreman or Supervisor.

Skills important for Career Advancement

Good work ethics. Professionalism. Ability to read blue prints; some knowledge of building codes. Mechanical aptitude. Pipefitting, soldering and welding skills. Knowledgeable of and proper use of tools.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Almost all employees work full-time, averaging 46 hours per week. A few employees work part-time, averaging 20 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	6%
Employees Leaving	63%
New Positions	31%
Temporary	0%

Employer Screening Methods

Drug Testing	44%	Medical/Physical	11%
Aptitude Testing	0%	Police/Background	11%
DMV Printout	78%	Reference check	89%
Other:			0%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

REGISTERED NURSES

OES CODE: 325020

Alternative Title: Clinic Manager, and Registered Nurse Supervisor.

Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	7%
Newspaper Ads	87%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	80%
Other: (word of mouth)	7%

DEFINITION

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 13% Female 87%

WHERE THE JOBS ARE

Hospitals
Home Health Care Services
Nursing and Personal Care Facilities

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 9.6%

Growth: Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years many employers reported expecting demand to grow.

WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 14.00 - \$19.31	\$ 15.00
New hire, experienced	\$ 12.00 - \$20.28	\$ 17.00
3+ yrs experience w/firm	\$ 14.00 - \$22.42	\$ 19.18

A few employers reported paying other compensation such as sign-on bonuses.

*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	60%	20%
Dental Insurance	60%	20%
Vision Insurance	60%	20%
Life Insurance	87%	0%
Sick Leave	87%	0%
Vacation	87%	0%
Retirement Plan	0%	27%
Child Care	0%	7%
Other	0%	7%*

Percentage is based on number of employers offering benefits and responding to this question.

REGISTERED NURSES

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	0%
A. A. degree	93%
Bachelor degree	7%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	27%	7%	67%

Training can substitute for experience:	43%	57%	N/A
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Employers prefer applicants with 6 - 36 months experience.

Employers prefer applicants with 12 - 36 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	87%	13%	0%
Record keeping	100%	0%	0%
Working independently	93%	7%	0%
Working under pressure	73%	27%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	80%	20%	0%
Compute decimals/fractions	33%	40%	27%
Compute %/discounts/statistics	7%	0%	93%
Geometry/Algebra/Advanced Math	7%	0%	93%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	33%	67%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	27%	73%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	27%	67%	6%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	63%
Spreadsheet	38%
Database	13%
Desktop Publishing	0%
Other: Networked system for charting patient progress and for communicating with other departments and physicians. Navigate Internet.	25%

Licensing Requirements

Licensing or registration is required. Applicants must successfully pass examination and complete work experience requirements.

15 Firms Responding 303 Jobs Represented

Increasingly Important Skills Reported

Know how to use computer. Good communication with physicians and other departments. Thorough and accurate documentation and patient charting. Ability to work well with elderly and chronically ill patients.

Skills/Qualifications in Short Supply

Training in neo-natal care and women's health. Ability to use spreadsheet software; report writing skills. Working experience with the elderly. Ability to reason correctly.

OTHER INFORMATION

Promotional Opportunities

Most firms (60%) report promoting to other positions when available: Assessment Nurse, Charge Nurse, Licensed Nurse Practitioner, Program Director, Treatment Nurse, Clinic Manager, Critical Care Nurse; Supervisory or Management positions.

Skills Important for Career Advancement

Supervision, management and leadership skills. Continued education and training. Critical thinking skills. Patient assessment skills. Quality interaction with patients

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most employees work full-time, averaging 37 hours per week. A few employees work part-time, averaging 21 hours per week, or temporary/on call average 12 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	7%
Employees Leaving	83%
New Positions	10%
Temporary	0%

Employer Screening Methods

Drug Testing	47%	Medical/Physical	27%
Aptitude Testing	7%	Police/Background	33%
DMV Printout	40%	Reference check	100%
Other: Competency based test, background check, Hepatitis B and T.B. vaccines, verify nursing license.			100%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

OES CODE: 490080

Alternative Title: Accounts Executive, Customer Service Representative, Outside Sales Representative, Sales Associates, and Sales Coordinator.

DEFINITION

Sales Representatives, Except Scientific and Related Products and Services, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by percentage of employees represented:

Male 72% Female 28%

PROJECTIONS**Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 14.7%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	38%
Employee Referrals	56%
Newspaper Ads	69%
Private Employment Agencies	13%
Employment Development Dept.	6%
School, Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	94%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (in-store bulletin board)	19%

WHERE THE JOBS ARE

Misc. NonDurable Goods
 Woman's and Misses' Outerwear
 Beer, Wine, and Distilled Beverages
 Motor Vehicles, Parts and Supplies
 Groceries and Related Products

WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 6.25 - \$11.00	\$ 8.08
New hire, experienced	\$ 6.75 - \$12.00	\$ 8.55
3+ yrs experience w/firm	\$ 9.00 - \$15.50	\$ 12.00

* All employers reported non-wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits***Employer Pays All**

	Full Time	Part Time
Medical Insurance	19%	0%
Dental Insurance	13%	0%
Vision Insurance	13%	0%
Life Insurance	69%	0%
Sick Leave	75%	0%
Vacation	63%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS**Minimum Level of Education Firms Require**

Less than high school	0%
High school or equivalent	88%
A. A. degree	6%
Bachelor degree	6%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	13%	13%	75%

Training can substitute for experience:	36%	64%	N/A
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Employers prefer applicants with 12 - 24 months work experience.

Employers prefer applicants with 4 - 8 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	6%	81%	13%
Record keeping	44%	56%	0%
Working independently	94%	6%	0%
Working under pressure	31%	69%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	94%	6%	0%
Compute decimals/fractions	19%	25%	56%
Compute %/discounts/statistics	75%	19%	6%
Geometry/Algebra/Advanced Math	0%	12%	88%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	13%	31%	56%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	31%	69%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	56%	38%	6%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	11%
Spreadsheet	56%
Database	22%
Desktop Publishing	0%
Other: Navigate Internet; custom to business for product search, customer database or inventory purposes.	44%

**16 Firms Responding
134 Jobs Represented****Increasingly Important Skills Reported**

Good service to customers; know customer needs.
Strong Sales skills and good communications skills.
Good work ethics. A positive attitude.

Skills/Qualifications in Short Supply

Greater assertiveness in making sales. Provision of good service to customers. Broader knowledge of software applications. Technical aptitude for reading product information manuals. Degree in agronomy.

OTHER INFORMATION**Promotional Opportunities**

Many firms (56%) reported promoting to other positions when available: Asset Protection, Regional Manager; Management or Supervisory Positions.

Skills Important for Career Advancement

Sales abilities. Customer service skills. Know product lines. Good interpersonal skills.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Most employees work full-time averaging 40 hours per week. Some employees work part-time, averaging 20 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	14%
Employees Leaving	81%
New Positions	5%
Temporary	0%

Employer Screening Methods

Drug Testing	37%	Medical/Physical	6%
Aptitude Testing	0%	Police/Background	25%
DMV Printout	69%	Reference check	100%
Other: Verify education			6%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

STOCK CLERKS - Stockroom, Warehouse, Storage Yard

OES CODE: 580230

Alternative Title: Warehouse Clerk, Warehouse Personnel, Merchandise Stocker, and Freight Crew.

Recruitment Methods

In-house Promotion or Transfer	47%
Employee Referrals	73%
Newspaper Ads	7% Private
Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	7%
Union Hall Referrals	7%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	53%

DEFINITION

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Please do not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of employees represented:
Male 83% Female 17%

WHERE THE JOBS ARE

Grocery Stores
Federal Government
Freight Transportation Arrangement
Machinery, Equipment, and Supplies
Public Warehousing and Storage

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 13.0%

Growth: Slower Than Average

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

WAGES AND BENEFITS

Non-union and Union

	Range	Median
New hire, no experience	\$ 6.25 - \$ 8.00	\$ 6.50
New hire, experienced	\$ 6.25 - \$ 8.00	\$ 6.75
3+ yrs experience w/firm	\$ 7.00 - \$11.20	\$ 8.15

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Insufficient Data.

Inexperienced: Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	7%	0%
Dental Insurance	7%	0%
Vision Insurance	7%	0%
Life Insurance	53%	0%
Sick Leave	47%	0%
Vacation	40%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

STOCK CLERKS - Stockroom, Warehouse, Storage Yard

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	47%
High school or equivalent	53%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	87%	13%

Training can substitute for experience:	100%	0%	N/A
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Employers prefer applicants with 6 - 8 months experience.

Employers prefer applicants with 1 month training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	0%	6%	94%
Record keeping	93%	7%	0%
Working independently	73%	20%	7%
Working under pressure	13%	80%	7%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	73%	27%	0%
Compute decimals/fractions	0%	6%	94%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	60%	27%	13%
Read/comprehend info in Spanish	27%	13%	60%
Write effectively in English	60%	40%	0%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	87%	13%	0%
Orally communicate in Spanish	46%	27%	27%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	33%
Database	0%
Desktop Publishing	0%
Other: inventory software used for ordering products and obtaining other product information.	67%

15 Firms Responding
130 Jobs Represented

Increasingly Important Skills Reported

Close observation to safety issues; handle safety cutters with care. Computer and basic math skills. Organizational and record keeping skills. Good work ethics.

Skills/Qualifications in Short Supply

Forklift license. English language skills; writing and speaking. Basic math skills. Compliance of safety procedures.

OTHER INFORMATION

Promotional Opportunities

Almost all firms (80%) reported promoting to other positions when available: Administrative Assistant, Asset Protection, Cashier, Salesperson; Supervisor or Management Positions; Transfer to Business Office.

Skills Important for Career Advancement

Basic math skills. Ability to use forklift. Follow written and verbal instructions. Dependable, punctual, and honest.

Union Employment

Firms:	7%
Employees:	3%

Employment Type/Hours

Most employees work full time, averaging 40 hours per week. Some employees work part-time, averaging 27 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	18%
Employees Leaving	67%
New Positions	0%
Temporary	15%

Employer Screening Methods

Drug Testing	33%	Medical/Physical	7%
Aptitude Testing	7%	Police/Background	0%
DMV Printout	47%	Reference check	100%
Other: T.B. test and health card			13%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

TEACHERS - Elementary School

OES CODE: 313050**Alternative Title: Certified Elementary Teachers and Private School Teachers.****DEFINITION**

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:
Male 20% Female 80%

PROJECTIONS**Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 2.1%

Growth: Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	13%
Newspaper Ads	75%
Private Employment Agencies	0%
Employment Development Dept.	19%
School, Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	81%
Trade Journals	0%
Internet	25%
Colleges/Universities	50%
Other: (career fairs)	19%

WHERE THE JOBS ARE

Elementary and Secondary Schools

WAGES AND BENEFITS**Non-union**

	Range	Median
New hire, no experience	\$ 6.85 - \$ 13.60	\$ 9.59
New hire, experienced	\$ 7.25 - \$ 14.12	\$10.64
3+ yrs experience w/firm	\$ 8.75 - \$ 14.67	\$11.60

Union

	Range	Median
New hire, no experience	\$14.00 - \$ 19.57	\$ 16.47
New hire, experienced	\$16.27 - \$ 19.84	\$ 18.01
3+ yrs experience w/firm	\$16.94 - \$ 23.55	\$ 19.32

Some employers reported paying other compensation such as stipends for educational materials, or compensation for a Masters' Degree.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits***Full Time**

	Employer Pays All	Share Cost
Medical Insurance	69%	19%
Dental Insurance	69%	19%
Vision Insurance	69%	19%
Life Insurance	88%	0%
Sick Leave	94%	0%
Vacation	100%	0%
Retirement Plan	13%	69%
Child Care	13%	0%
Other	0%	19%

* Percentage is based on number of employers offering benefits and responding to this question.

TEACHERS - Elementary School

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	13%
A. A. degree	0%
Bachelor degree	87%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	6%	56%	38%

Training can substitute for experience:	29%	71%	N/A
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Employers prefer applicants with 8 - 24 months experience.

Employers prefer applicants with 6 - 8 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	63%	31%	6%
Record keeping	81%	19%	0%
Working independently	81%	19%	0%
Working under pressure	75%	25%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	88%	6%	6%
Compute %/discounts/statistics	25%	50%	25%
Geometry/Algebra/Advanced Math	6%	56%	38%
Read/comprehend info in English	88%	12%	0%
Read/comprehend info in Spanish	19%	37%	44%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	19%	69%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	19%	75%	6%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	92%
Spreadsheet	54%
Database	8%
Desktop Publishing	15%
Other: Various types of children's educational software.	46%

Licensing Requirements

Public Elementary School Teachers must possess a teaching credential and pass appropriate examinations.

16 Firms Responding
855 Jobs Represented

Increasingly Important Skills Reported

Competent in reading, writing and math. Bilingual in English and Spanish. Ability to motivate students. Relate well to children. Properly discipline of children. Adjust to changing demands of profession; flexibility. Willingness to be a life-long learner. Work well with colleagues.

Skills/Qualifications in Short Supply

Continuation of education and training. Better verbal communication skills. Teaching experience. Ability to reason correctly. CBEST and CLAD certificate.

OTHER INFORMATION

Promotional Opportunities

Many firms (56%) reported promoting to other positions when available: Administrative Assistant, Assistant Principal, Certified Administrative Positions, Principal, or Resource Teacher.

Skills Important for Career Advancement

Advancement based on success of student teaching. Competent in skills measured by CBEST; reading, writing and math. Excellent command of English language. Work well under pressure. Work well as member of a team. Classroom management skills. Relate well to children. Continued education.

Union Employment

Firms:	69%
Employees:	95%

Employment Type/Hours

Almost all employees work full-time, averaging 37 hours per week. Few employees work part-time, averaging 19 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	10%
Employees Leaving	67%
New Positions	23%
Temporary	0%

Employer Screening Methods

Drug Testing	31%	Medical/Physical	18%
Aptitude Testing	0%	Police/Background	94%
DMV Printout	12%	Reference check	100%
Other: T.B. skin test, Dept of Justice finger print check			69%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

TELEPHONE AND CABLE T.V. LINE INSTALLERS & REPAIRERS

OES CODE: 857020**Alternative Title: Service Technicians, Cable Installers, Installation Technicians and Cable Technicians.****Recruitment Methods****DEFINITION**

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

In-house Promotion or Transfer	0%
Employee Referrals	80%
Newspaper Ads	60%
Private Employment Agencies	20%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	40%
Colleges/Universities	0%
Other:	0%

SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:

Male 100% Female 0%

WHERE THE JOBS ARE

Heavy Construction, Except Highway
Telephone Communications
Electrical Work

PROJECTIONS**Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Much Faster Than Average
Growth: 50.0%

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

WAGES AND BENEFITS**Non-union and Union***

	Range	Median
New hire, no experience	\$ 7.00 - \$ 13.00	\$ 10.49
New hire, experienced	\$ 9.00 - \$ 16.00	\$ 12.00
3+ yrs experience w/firm	\$12.00 - \$ 22.00	\$ 15.05

*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employers often cannot find qualified applicants when an opening exists.

Benefits***Full Time**

	Employer Pays All	Share Cost
Medical Insurance	20%	60%
Dental Insurance	0%	60%
Vision Insurance	0%	60%
Life Insurance	60%	20%
Sick Leave	60%	20%
Vacation	60%	20%
Retirement Plan	0%	20%
Child Care	0%	0%
Other	20%	20%

* Percentage is based on number of employers offering benefits and responding to this question.

TELEPHONE AND CABLE T.V. LINE INSTALLERS & REPAIRERS

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	20%	20%	60%

Training can substitute for experience:	100%	0%	N/A
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Employers prefer applicants with 12 - 36 months work experience.

Employers prefer applicants with 6 - 18 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	60%	40%	0%
Record keeping	20%	60%	20%
Working independently	100%	0%	0%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	60%	20%	20%
Compute %/discounts/statistics	0%	20%	80%
Geometry/Algebra/Advanced Math	0%	80%	20%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	20%	60%	20%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants *not* needing to have experience in software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	100%
Desktop Publishing	0%
Other: Use Internet for research purposes.	100%

5 Firms Responding
19 Jobs Represented

Increasingly Important Skills Reported

Reading and math skills. Good DMV driving record. Compliance of safety procedures; Good physical health and ability to distinguish colors.

Skills/Qualifications in Short Supply

Training. Communication skills; quality communication with customers.

OTHER INFORMATION

Promotional Opportunities

Many firms (40%) reported promoting to other positions or upgrading in pay schedule when available. Supervisor.

Skills Important for Career Advancement

Know how to use hand tools. Read blue prints and circuit diagrams. Ability to complete projects and meet deadlines. Install cable, telephone, and terminal boxes; knowledgeable of latest cable materials. Navigate the Internet. Deal positively with public.

Union Employment

Firms:	0%
Employees :	0%

Employment Type/Hours

All employees work full-time, averaging 40 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	60%	Medical/Physical	40%
Aptitude Testing	0%	Police/Background	20%
DMV Printout	100%	Reference check	100%
Other:			0%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

TELLERS

OES CODE: 531020

Alternative Title: Customer Service Representative,
Flexible Teller, Front Desk Teller and Lead Teller.

DEFINITION

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:
Male 14% Female 86%

PROJECTIONS

Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Slower Than Average
Growth: 11.1%

All employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

SUPPLY AND DEMAND

How Difficult is it to Find Applicants?

Experienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Inexperienced: Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

Recruitment Methods

In-house Promotion or Transfer	10%
Employee Referrals	50%
Newspaper Ads	40%
Private Employment Agencies	0%
Employment Development Dept.	40%
School, Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	40%

WHERE THE JOBS ARE

Commercial Banks
Credit Unions
Savings Institutions

WAGES AND BENEFITS

Non-union and Union*
Median

Range

New hire, no experience	\$ 6.25 - \$ 9.50	\$ 7.98
New hire, experienced	\$ 6.25 - \$11.00	\$ 8.08
3+ yrs experience w/firm	\$ 7.50 - \$13.00	\$ 9.38

*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

Employer Pays All

	Full Time	Part Time
Medical Insurance	20%	0%
Dental Insurance	10%	0%
Vision Insurance	10%	0%
Life Insurance	40%	0%
Sick Leave	50%	0%
Vacation	30%	0%
Retirement Plan	10%	0%
Child Care	0%	0%
Other	0%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS

Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	10%	0%	90%

Training can substitute for experience:	60%	40%	N/A
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Employers prefer applicants with 6 - 12 months work experience.

Employers prefer applicants with 6 - 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	30%	70%	0%
Record keeping	100%	0%	0%
Working independently	100%	0%	0%
Working under pressure	80%	10%	10%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	10%	60%	30%
Compute %/discounts/statistics	40%	50%	10%
Geometry/Algebra/Advanced Math	0%	30%	70%
Read/comprehend info in English	90%	0%	10%
Read/comprehend info in Spanish	40%	30%	30%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	50%	10%	40%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	70%	30%	0%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants not needing to have experience in software:

Type of Software:	Percentage of All Firms:
Word Processing	43%
Spreadsheet	29%
Database	0%
Desktop Publishing	0%
Other: Networked computer system for bank transactions.	86%

10 Firms Responding
116 Jobs Represented

Increasingly Important Skills Reported

Accuracy; end of day balance. Cash handling skills. Bilingual in English-Spanish. Operate adding machine; type 30 wpm. Ability to sell bank services. Good personal credit history. Flexibility; willingness to work with needs of bank schedule.

Skills/Qualifications in Short Supply

Accuracy and consistency with end of day balance. Modern sales skills. English language skills. Ability to identify counterfeit currency. Good customer service

OTHER INFORMATION

Promotional Opportunities

Most firms (60%) reported promoting to other positions when available: Customer Service Representative, Lead Teller, Member Service Representative I or II; Part-time to Full-time; Transfer to Accounts or Loan Department; Supervisor.

Skills Important for Career Advancement

Customer service and positive interpersonal skills. Ability to process variety of bank transactions. Sales skills for selling/marketing bank services. Consistent with end of day balance; accuracy. Cash handling skills; proficient in basic math.

Union Employment

Firms:	0%
Employees:	0%

Employment Type/Hours

Some employees work full-time, averaging 40 hours per week. Most employees work part-time, averaging 27 hours per week.

Vacancies Filled within the Last 12 Months

resulted from:

Promotions	18%
Employees Leaving	82%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	20%	Medical/Physical	0%
Aptitude Testing	40%	Police/Background	90%
DMV Printout	0%	Reference check	100%
Other: Pass pre-employment Teller test, finger print check and verify education.			50%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

WATER AND LIQUID WASTE TREATMENT PLANT AND SYSTEM OPERATORS

OES CODE: 950020

Alternative Title: Certified Water Operators, Grade I, II, III, IV or V Water Treatment Plant Operator, Senior Plant Operator, Water Treatment Plant Operators, and Water Plant Supervisor.

DEFINITION

Water and Liquid Waste Treatment Plant and System Operators operate and/or control an entire process or system, often through the use of panelboards, controlboards, or semi-automatic equipment, to transfer or treat water and/or liquid waste.

SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 97% Female 3%

PROJECTIONS**Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 14.3%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to grow.

SUPPLY AND DEMAND**How Difficult is it to Find Applicants?**

Experienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Inexperienced: Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

Recruitment Methods

In-house Promotion or Transfer	43%
Employee Referrals	29%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	57%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	29%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%
Other: (word of mouth)	29%

WHERE THE JOBS ARE

Local Government, Except Hospitals and Education

WAGES AND BENEFITS**Non-union and Union***

	Range	Median
New hire, no experience	\$ 9.00 - \$ 12.47	\$ 9.00
New hire, experienced	\$ 9.21 - \$ 19.56	\$14.00
3+ yrs experience w/firm	\$13.23 - \$ 21.29	\$17.26

* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Benefits*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	71%	14%
Dental Insurance	71%	14%
Vision Insurance	71%	14%
Life Insurance	86%	0%
Sick Leave	71%	14%
Vacation	71%	14%
Retirement Plan	29%	43%
Child Care	0%	0%
Other	14%	0%

* Percentage is based on number of employers offering benefits and responding to this question.

EMPLOYER REQUIREMENTS**Minimum Level of Education Firms Require**

Less than high school	0%
High school or equivalent	86%
A. A. degree	14%
Bachelor degree	0%
Graduate	0%

Training and Experience

	YES	NO	PREFERRED
Work experience required:	57%	0%	43%
Training can substitute for experience:	29%	71%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 12 months training.

Basic Skills *

	Very Important	Important	Not Important
Analytical skills	100%	0%	0%
Record keeping	86%	14%	0%
Working independently	100%	0%	0%
Working under pressure	29%	71%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	14%	72%	14%
Geometry/Algebra/Advanced Math	86%	14%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	14%	86%

* Percentage based on employers responding to this question

Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	25%
Spreadsheet	75%
Database	50%
Desktop Publishing	0%
Other: Internet	25%

Licensing Requirements

Operators working in municipal or government owned waste water treatment plants must possess a certificate. Applicants must complete examination and experience requirements

**7 Firms Responding
39 Jobs Represented****Increasingly Important Skills Reported**

Mechanical aptitude for repairing motors and other machinery. Working knowledge of water testing instruments. Working knowledge of electricity. Ability to compute advanced mathematics. Excellent interpersonal skills; able to work with different types of persons. Ability to comply with safety procedures.

Skills/Qualifications in Short Supply

Upgrade to higher level certification. Successfully pass math and science section of certification test.

OTHER INFORMATION**Promotional Opportunities**

Most firms (71%) reported promoting to other positions when available: Promoted to Higher Grade Level Operators (II, III, IV or V) with appropriate certification.

Skills Important for Career Advancement

Competent in mathematics, chemistry and physics. Mechanical aptitude. Knowledge of principals of electricity and electronic equipment. Ability to perform biological laboratory testing. Knowledgeable of local, state, and federal regulations affecting water plant.

Union Employment

Firms:	29%
Employees:	28%

Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 20 hours per week.

Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Employer Screening Methods

Drug Testing	57%	Medical/Physical	43%
Aptitude Testing	57%	Police/Background	0%
DMV Printout	100%	Reference check	100%
Other: Verify state operator certificate			86%

LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: (Title of Occupation and OES Code is entered here)		
(Definition of Occupation per OES definition is entered in this section).		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties ?	Job Title(s):	
2. a. How many employees does your firm currently have in this occupation ?	Number of Employees:	
b. In this occupation , how many are:	Number of Males:	Number of Females:
c. In this occupation , how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees:	Average Weekly Hours Worked:
Regular, Part Time:	Number of Employees:	Average Weekly Hours Worked:
Temporary/On Call:	Number of Employees:	Average Weekly Hours Worked:
Seasonal:	Number of Employees:	Average Weekly Hours Worked:
3. In your firm, what shifts are available for this occupation ? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation : (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation , is prior experience in this occupation required? If yes or preferred , how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in this occupation ? If yes or preferred, what kind of training is required ?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation ? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
<ul style="list-style-type: none"> • New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify: _____					
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>	<u>Employee Pays All</u>	<u>Not Provided</u>			
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted?					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
b. What skills are important for career advancement?					_____			
16. What computer software skills, if any, does your firm seek in applicants for this occupation ? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								
17. What other new skills are needed to perform the duties of this occupation? _____								
18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods?								
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____								
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
Would you like to receive a complimentary copy of the survey results for this occupation?							<input type="checkbox"/> Yes <input type="checkbox"/> No	

20. The following is a list of skills that **may** or **may not** be important for job entry in this occupation. Please rank each qualification as follows:

1 Very Important 2 Important 3 Not Important

Qualifications	1	2	3	Qualifications	1	2	3
Analytical Skills				Compute interest or discounts or statistics			
Record Keeping				Compute geometry or algebra or advanced math			
Work Independently				Read & comprehend information in English			
Work Under Pressure				Read & comprehend information in Spanish			
Add or subtract 2 or more digit numbers				Write effectively in English			
Multiply & /divide				Write effectively in Spanish			
Compute decimals & fractions				Communicate orally & comprehend in English			
				Communicate orally & comprehend in Spanish			

21. Considering your most recent hires for this occupation, please note any qualifications employees lack: _____

22. Does your firm use any of the following to screen applicants in **this occupation**?

Type of screening:	Yes	No	Type of screening:	Yes	No
Drug testing			Reference check		
Medical physicals			Police record background checks		
Reading, math, aptitude testing			Other, please specify:		
DMV checks					

The following questions refer to **all occupations** you employ.

23. What occupations, and how many positions do you expect to hire in the next *12 months*?

Job Title	No. to be hired	Hourly wage	Full Time	Part Time
1.				
2.				
3.				
4.				
5.				

24. Please specify any occupations for which you have difficulty finding qualified applicants: _____

25. Would you consider hiring a person through a job-training program? Yes _____ NO _____

26. Would you like to receive information on the following? Please circle:

Local Labor Market Local Resources & Services for Employers Local Job Training

TRAINING PROVIDERS *

Training Provided by:

Arbor of Imperial County

444 S. 8th Street, Suite B3
El Centro, CA 92243
(760) 353-4544

American Beauty Academy

558 Main Street
Brawley, CA 92227
(760) 344-6560

Calexico Community Action Council

2151 Rockwood Avenue
Calexico, CA 92231
(760) 768-7447

Campesinos Unidos

1005 C Street
Brawley, CA 92227
(760) 344-6300

Center for Employment Training

294 S. Third Street
El Centro, CA 92243
(760) 337-6565

Services Provided:

Academic Enhancement
Life Management Skills
Medical/Clerical
Motivation Enhancement
Youth Programs
WIA Funded Youth Programs
Work Experience/Job Readiness

Cosmetology Instruction
Cosmetology Instructor Training
Esthetician Training (skin care)
Manicuring Instruction

Carpentry
Cement Masons & Concrete Finishing
Electrician
Flooring
Heating and Air Conditioning
Land Scaping
Painter
Plasters and Stucco Masons
Plumbing
Roofers

WIA Funded Youth Programs
Computer Clerical for Displaced
Homemakers

Accounting Clerk
Building Maintenance
English as a Second Language (ESL)
Migrant and Seasonal Farm Worker Service
PC Technician
Retail Specialist
Vocational English as a Second Language (VESL)
Welding Fabrication

TRAINING PROVIDERS

Training Provided by:

Community Catalysts of California

444 S. 8th Street, Suite B3
El Centro, CA 92243
(760) 352-8659

Dashmesh Truck Driving School

1950 S. 4th Street
El Centro, CA 92243
(760) 482-0808

Desert Oasis High School

1302 South 3rd Street
El Centro, CA 92243
(760) 336-4555

Imperial County Office of Education/ Academic and Employment Services (AES)

2695 S. 4th Street (One Stop - East)
El Centro, CA 92243
(760) 336-4004

Imperial County Work Training Center, Inc

210 Wake Avenue
El Centro, CA 92243
(760) 352-6181

Imperial Unified School District, Adult Education

219 North E Street
Imperial, CA 92231
(760) 355-3200

Imperial Valley College

380 Aten Road
Imperial, CA 92251
(760) 352-8320

Services Provided:

Community Day-Based Program
Independent Living Skills
Services for Persons with Disabilities
Supported Employment Program
Supported Living Program
Work Site Job Coaching

Truck Driving Training

Alternative Education
Bus Driver Training
Computer Repair
English as a Second Language (ESL)
Security Guard Training

WIA Funded Youth Programs
Military Veterans Program

Services for Persons with Disabilities
Services for Persons Over 55
Multipurpose Senior Services Program
Linkages Program
Janitor Training

Retail Sales
Criminal Justice/Police Science

Accounting Technicians
Administrative Assistant & Secretarial
Automotive Body Repair
Computer and Information Sciences
Criminal Justice/Law Enforcement Admin.
Registered Nurse Training
Retail Sales
Selling Skills and Sales Operations

TRAINING PROVIDERS

Training Provided by:

Imperial Valley Institute of Technology

395 Broadway Avenue, Suite 8
El Centro, CA 92243
(760) 312-9900

Imperial Valley Regional Occupational Program

687 State Street
El Centro, CA 92243
(760) 482-2600

Johnson Educational Institute

732 S. Hope Street
El Centro, CA 92243
(760) 353-7492

Services Provided:

Business Machine Repair
Customer Service
Entrepreneurship
General Selling Skills and Sales
Information Processing/Data Entry
PC Repair Technician
Vocational English as a Second Language
Web Design

Accounting (Computerized)
Advanced Electronics & Residential Wiring
Ag Fabrication/welding
Ag Mechanics
Auto Body, Paint & Fender
Banking & Finance Occupations
Careers in Criminal Justice
Clerical/Data Entry
CISCO Networking Training
Community Office Occupations
Computer Assisted Drafting
Computer Design & Animation
Computerized Office Systems
Construction & Building Technology
Food Preparation Workers*
Diesel/Farm Implementation Mechanics
Electronic & Residential Wiring
Fire Science
Food Technology
General Cabinet/Advance Woodshop
General Contracting
Graphic Design
Graphics/Desktop Publishing
Nursing Assistant
Truck Driving
Welding
Woodshop
WIA Funded Youth Programs

Computerized Office Skills
Computer Literacy
Microsoft applications

TRAINING PROVIDERS

Training Provided by:

Literacy Volunteers of America
2695 S. 4th Street (One Stop - East)
El Centro, CA 92243
(760) 352-8541

Neighborhood House
506 E. 4th Street
Calexico, CA 92231
(760) 357-6875

National Construction Institute
1099 Industry Way, Suite A
El Centro, CA 92231
(760) 337-1413

Professional Career Institute
2344 S. Second Street, Suite C
El Centro, CA 92243
(760) 352-2426

Quechan Indian Nation
Indian Hill Area
Winterhaven, CA 92283
(760) 572-2314
Mail address: P.O. Box 1899
Yuma, Arizona 85366

San Diego State University - Imperial Valley Campus
720 Heber Avenue
Calexico, CA 92231
(760) 768-5500

SER, Jobs for Progress
155 W. Main Street
El Centro, CA 92243
(760) 352-8514

Union Truck Driving School
200 E. 2nd Street
Imperial, CA 92251
(760) 355-1818

Services Provided:

Adult Literacy

Retail Specialist

Carpentry
Electricians
Heating & Air Conditioning
Plumbers
Welders

Office Management Systems
(Microsoft Office, Work Readiness)

Work Experience
GED Program

Administrative Services Managers

GED Instruction for Migrant Farm Workers
Senior Citizen Program

Truck Driver Training

*** Please note that trainings may change for reasons such as changes in funding, and we recommend contacting the schools/agencies for training information.**

EDD/LMID Disclaimer: The Employment Development Department does not endorse the schools and training providers listed in this report.

ALPHABETICAL LISTING OF OCCUPATIONS SURVEYED 2003, 2002, & 2001

Listed below are occupations surveyed in 2003, 2002 and 2001. Occupations studied in 2002 and 2001 are assigned an *Occupational Employment Statistics* (OES) number. Occupations studied in 2003 are assigned a *Standard Occupational Classification System* (SOC) number. Both the OES and SOC numbers serve as a reference number which provides the user a general description of an occupation.

Occupation	SOC/OES Code	Year Surveyed
Agricultural Inspectors	21911099	2002
Carpenters	871020	2002
Cashiers	490230	2001
Child Care Workers	680380	2002
Cooks, Restaurant	352014	2003
Counter and Rental Clerks	490170	2001
Dental Assistants	660020	2002
Electricians	872020	2001
First-Line Supervisors and Managers/Supervisors - Construction Trade Workers	471011019	2003
First-Line Supervisor/Managers of Retail Sales Workers	411011	2003
Food Preparation Workers	352021	2003
Food Service Managers	150261	2002
General Managers and Top Executives	190050	2001
Guards and Watch Guards	630470	2001
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	499021	2003
Home Health Aides	660110	2001
Instructional Aides	315211	2002
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	372011	2003
Kindergarten Teachers, Except Special Education	252012	2003
Legal Secretaries	551020	2002
Licensed Vocational Nurses	325050	2002
Medical and Public Health Social Workers	211022	2003
Medical Records and Health Information Technicians	292071	2003
Office Managers	113011209	2003
Packers & Packagers, Hand	537064	2003
Parts Salespersons	412022	2003
Pharmacy Technicians	325180	2001
Plumbers, Pipefitters, and Steamfitters	875020	2001
Police and Sheriff's Patrol Officers	333051	2003
Preschool Teachers, Except Special Education	252011	2003
Radiologic Technologists	329190	2002
Registered Nurses	325020	2001
Sales Representatives - Except Scientific and Related Products and Services and Retail	490080	2001
Sales Representatives - Scientific and Related Products and Services - Except Retail	490050	2002
Secretaries, Except Legal, Medical, and Executive	436014	2003
Stock Clerks - Sales Floor	490210	2002
Stock Clerks - Stockroom, Warehouse, Storage Yard	580230	2001
Teachers - Elementary School	313050	2001
Telephone and Cable T.V. Line Installers and Repairers	857020	2001
Tellers	531020	2001
Traffic, Shipping, and Receiving Clerks	580280	2002
Truck Drivers - Light, Include Delivery and Route Workers	971050	2002
Vocational and Educational Counselors	315140	2002
Waiters and Waitresses	650080	2002
Water and Liquid Waste Treatment Plant and System Operators	950020	2001

AT A GLANCE: OCCUPATIONAL WAGE TABLE

OCCUPATIONAL TITLE	Entry Level/ No Experience	Experienced/ New to Firm	3+ Yrs Exp. with Firm
2002 Occupations			
Agricultural Inspectors	No Data	\$11.00 - \$17.50	\$14.00 - \$19.18
Carpenters	\$ 6.75 - \$10.00	\$ 7.00 - \$14.00	\$11.00 - \$19.00
Child Care Workers	\$ 6.75 - \$ 7.53	\$ 6.75 - \$ 8.19	\$ 7.15 - \$ 9.04
Dental Assistants	\$ 6.75 - \$10.00	\$ 7.00 - \$12.00	\$ 9.00 - \$14.00
Food Service Managers	\$ 7.40 - \$ 9.59	\$ 6.75 - \$13.34	\$ 8.00 - \$15.50
Instructional Aides	\$ 6.75 - \$ 8.40	\$ 7.15 - \$ 9.21	\$ 8.00 - \$ 9.94
Legal Secretaries	\$ 6.75 - \$ 9.00	\$ 8.00 - \$14.15	\$12.50 - \$16.00
Licensed Vocational Nurses	\$ 6.75 - \$15.00	\$ 9.00 - \$15.00	\$10.25 - \$17.50
Radiologic Technologists	\$ 9.00 - \$16.92	\$10.50 - \$17.94	\$13.00 - \$19.00
Sales Representatives – Scientific and Related Products and Services – Except Retail	\$ 8.00 - \$10.00	\$ 8.63 - \$15.00	\$10.93 - \$19.18
Stock Clerks – Sales Floor	\$ 6.75 - \$ 7.80	\$ 6.75 - \$ 8.50	\$ 7.25 - \$11.25
Traffic, Shipping, and Receiving Clerks	\$ 6.75 - \$ 8.70	\$ 6.75 - \$ 9.15	\$ 7.35 - \$12.25
Truck Drivers, Light – Include Delivery and Route Workers	\$ 7.00 - \$11.00	\$ 7.15 - \$13.75	\$ 8.75 - \$16.00
Vocational and Educational Counselors	\$ 7.80 - \$24.05	\$ 8.15 - \$24.77	\$10.50 - \$25.51
Waiters and Waitresses	\$ 6.75 - \$ 6.75	\$ 6.75 - \$ 7.00	\$ 6.75 - \$ 9.25
2001 Occupations			
Cashiers	\$ 6.25 - \$ 9.00	\$ 6.25 - \$ 7.25	\$ 7.50 - \$12.00
Counter and Rental Clerks	\$ 6.25 - \$ 7.50	\$ 6.25 - \$ 9.00	\$ 7.40 - \$12.25
Electricians	\$ 7.00 - \$13.50	\$ 9.00 - \$18.58	\$15.00 - \$20.28
General Managers and Top Executives	\$ 8.15 - \$17.05	\$ 8.63 - \$23.01	\$10.55 - \$23.97
Guards and Watch Guards	\$ 6.25 - \$ 8.75	\$ 6.25 - \$ 9.25	\$ 7.50 - \$13.00
Home Health Aides	\$ 6.25 - \$ 7.50	\$ 7.00 - \$ 8.55	\$ 9.00 - \$11.15
Pharmacy Technicians	\$ 6.75 - \$11.31	\$ 6.75 - \$16.67	\$11.00 - \$16.67
Plumbers, Pipefitters, and Steamfitters	\$ 6.75 - \$12.00	\$ 6.90 - \$18.26	\$10.00 - \$22.00
Registered Nurses	\$14.00 - \$19.31	\$12.00 - \$20.28	\$14.00 - \$22.42
Sales Representatives – Except Scientific and Related Products and Services and Retail	\$ 6.25 - \$11.00	\$ 6.75 - \$12.00	\$ 9.00 - \$15.50
Stock Clerks – Stockroom, Warehouse, Storage Yard	\$ 6.25 - \$ 8.00	\$ 6.25 - \$ 8.00	\$ 7.00 - \$11.20
Teachers – Elementary School	\$ 6.85 - \$13.60	\$ 7.25 - \$14.12	\$ 8.75 - \$14.67
Telephone and Cable T.V. Line Installers and Repairers	\$ 7.00 - \$13.0	\$ 9.00 - \$16.00	\$12.00 - \$22.00
Tellers	\$ 6.25 - \$ 9.50	\$ 6.25 - \$11.00	\$ 7.50 - \$13.00
Water and Liquid Waste Treatment Plant and System Operators	\$ 9.00 - \$12.47	\$ 9.21 - \$19.56	\$13.23 - \$21.29

Occupational Title	Entry Level/ No Experience	Experienced/ New to Firm	3+ Yrs Exp. with Firm
2000 Occupations			
Administrative Assistants	\$ 7.00 - \$10.55	\$ 8.00 - \$13.42	\$10.55 - \$16.00
Automotive Mechanics	\$ 6.15 - \$ 9.00	\$ 6.50 - \$13.00	\$ 8.00 - \$17.00
Bookkeeping, Accounting and Auditing Clerks, Including Bookkeepers	\$ 6.50 - \$10.01	\$ 7.00 - \$12.18	\$ 8.25 - \$13.50
Computer Support Specialists	\$ 6.50 - \$18.76	\$10.00 - \$21.72	\$12.00 - \$23.95
Drafters	\$ 6.50 - \$10.00	\$ 7.00 - \$15.00	\$11.00 - \$16.20
General Office Clerks	\$ 5.75 - \$ 8.75	\$ 6.00 - \$ 9.89	\$ 7.00 - \$12.00
Hotel Desk Clerks	\$ 5.75 - \$ 6.15	\$ 5.75 - \$ 7.20	\$ 6.75 - \$ 9.15
Maintenance Repairers – General Utility	\$ 5.75 - \$10.00	\$ 6.00 - \$11.51	\$ 6.50 - \$13.00
Manager, Retail Store	\$ 7.50 - \$11.99	\$ 8.00 - \$22.05	\$ 9.50 - \$24.93
Medical Assistants	\$ 5.75 - \$ 7.29	\$ 6.50 - \$ 8.63	\$ 7.00 - \$11.51
Pharmacists	\$25.00 - \$41.00	\$28.27- \$48.00	\$32.83 - \$50.00
Salespersons – Retail (Except Vehicle Sales)	\$ 5.80 - \$ 6.75	\$ 6.00 - \$10.00	\$ 6.75 - \$12.50
Systems Analysts – Electronic Data Processing	No Data	\$10.00 - \$40.27	\$15.00 - \$48.33
Truck Drivers – Heavy or Tractor Trailer	\$ 7.50 - \$ 8.50	\$ 7.00 - \$12.00	\$ 9.00 - \$15.00
Welders and Cutters	\$ 6.50 - \$10.50	\$ 6.50 - \$13.50	\$ 9.00 - \$16.00



WIB WORKFORCE INVESTMENT BOARD
OF IMPERIAL COUNTY

P. O. Box 618 • El Centro • CA 92244